Dear Candidate,

Thank you for your interest in the post of Child & Family Centre Operational Manager.

Please find information below which you may find useful:

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| **Job Title** | CFC Operational Manager |
| **Application** | Cover letter detailing relevant experience for the post & C.V |
| **Closing Date for Applications** | 5pm Tuesday 2ndst of July 2019 |
| **Proposed interview Date(s)** | Mid July 2019 |
| **Campaign Specific**  **Selection Process**    **Shortlisting / Interview** | Short listing and/or ranking may be carried out on the basis of information supplied in your  Letter of application, C.V. and achievements to date  The criteria for short listing and/or ranking are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the short listing and/or ranking stage of this process (where applied)  will be called forward to interview. |
| **Location of Post** | Child & Family Centre, Roxboro Road, Galvone, Limerick City. |
| **Reporting Relationship** | The post holder will report to the General Manager, LSSC |

For any informal enquiries regarding the position and job specification please contact:

Mr Brian Ryan, General Manager, LSSC, Tel: 061314111 Email: [brian.ryan@lssc.ie](mailto:brian.ryan@lssc.ie)

Kind Regards,

Bryan Ryan, General Manager, LSSC

**CFC Operational Manager**

**Purpose of Role**

To support the development and implement the service model for the Child and Family Centre and to manage the day to day operations of the Centre.

**1. Background and Context**

The LIMERICK SOCIAL SERVICE COUNCIL (LSSC) is a leading voluntary service, working in communities in Limerick for five decades. The LSSC delivers its services at the LSSC Centre in Henry Street, Limerick and through outreach in a range of locations throughout Limerick City and County.

These are delivered through the CHILD AND FAMILY SERVICE, the EARLY YEARS SERVICES, the COUNSELLING SERVICE, and SERVICES FOR OLDER PEOPLE.

Underpinning all these services is a commitment to supporting families to improve relationships and to enhance outcomes for children.

**THE SOUTHSIDE CHILD and FAMILY CENTRE**

Limerick Social Service Council, in partnership with Limerick City and County Council, Tusla, HSE, LCETB, DES, LEDP, Limerick Diocesan Office and schools have been working together to develop a **Child and Family Centre** on the Southside Education Campus as an integrated, high-quality centre of early learning and care (ELC) and family support. The Child and Family Centre is located on the Southside Education Campus and will work within the current ethos of the campus: schools, statutory, community and voluntary services working in an integrated way to improve outcomes for children and families in the area. There are currently two schools (Le Chéile and Gaelscoil Sheoirse Clancy) as well as a number of community services including Breakfast Clubs and After-School clubs being delivered on site.

An Operational Group, led by Tusla, the Child and Family Agency, and with membership from the HSE and LSSC has been established to develop the CFC service model and to oversee the initial stage of implementation.

**2. Duties and Responsibilities of the Post**

2.1 Strategic Development and Service Planning

* Conduct a review of existing plans and develop and implement a five-year evidence-based strategic plan that sets out clear objectives, goals and timeframes, in partnership with LSSC Management and the CFC Operational Group
* Ensure that this plan is based on robust evidence and in line with the needs of the children and families in the community
* Support the development of an operational model for the Child and Family Centre. This will include the planning of the infrastructure, programmes and resources that are required to achieve the goals and objectives
* Oversee the development of the curriculum for 0-3 and 3-5 year olds and ensure that parents are well-informed about the curriculum and targets for improvement.
* Manage the development of a sustainable financial model and a clear plan to secure adequate, sustainable funding.
* Support the development and implementation of clear governance structures, management structures and staffing including recruitment, supervision and support and writing and implementing relevant policies and procedures
* Support the identification of necessary supports and services for the Child and Family Centre and negotiation with relevant agencies to secure them
* Facilitate the engagement with relevant stakeholders including families and community stakeholders in the area so that the service is developed in accordance with identified needs and that its development is perceived as positive and welcoming by the community.

2.2 Operational Management and Programme Coordination

* Oversee and coordinate, as appropriate, operational programmes provided in the Centre (to include but not limited to parenting programmes; parent/child activity programmes; adult and community education programmes; events and workshops; clinical supports)
* Management and Supervision of relevant staff including Early Years, Family Support, Administrative and Support Staff
* Coordinate and develop the vision, values and principles of the CFC across the range of early childhood services within and outside the Centre to ensure high quality, integrated services are available to all children and their parents
* Ensure early identification and intervention is implemented across the Centre’s services and that practitioners work closely with parents and carers at all stages.
* Manage the operation of the Centre and the Centre’s grounds including overseeing maintenance and upkeep of premises and grounds
* Liaise with key campus partners to support the development of an integrated campus ethos and to ensure that all partners are aware of campus programmes and developments
* Liaise with CFC partner agencies delivering services on site to ensure the effective coordination and integration of services and to troubleshoot any operational challenges
* Identify the needs of children and families on a cross-campus basis and develop and implement responses in partnership with other stakeholders
* Review and monitor programmes and services delivered on site
* Manage research and evaluation activities as required
* Development of the Centre in line with emerging needs and priorities

2.3 Programme and Financial Reporting/Funding

* Complete operational and financial reports for the LSSC and funders as required
* Identify appropriate sources of funding and complete funding applications as required.

2.4 Communication and Partnership Working

* Ensure that the vision, objectives and services of the CFC are clearly and regularly communicated to all stakeholders with a particular emphasis on partner organisations operating on the campus, parents, children and members of the wider community and statutory partners.
* Develop and build effective and collaborative working relationships with all agencies and services operating on the Southside Education Campus and with other relevant agencies
* Lead Early Years Practitioners/Family Support Workers in developing effective partnerships with colleagues in other agencies including social services, health services, pre-school and school providers and the Local Authority.
* Work in partnership with parents, children and families to deliver friendly, accessible, high quality services

2.5 Quality Assurance, Monitoring and Evaluation

* Oversee the evaluation and review of the curriculum in order to identify areas for improvement and set targets/milestones for individual children.
* Collate metrics on children’s progress, and analyse the evidence of impact, using this to inform planning across the Centre.
* Establish quality standards across the service and supporting staff and partners to achieve these standards
* Oversee ongoing internal reporting and review to ensure all programmes are meeting the highest quality standards
* Identify and source appropriate training and continuous professional development opportunities for all staff members to ensure the highest standards of quality

**3. Person Specification**

3.1 Competencies

* Excellent leadership and management skills
* Excellent written and verbal communication skills
* Comprehensive knowledge and understanding of the issues facing children and families, particularly in disadvantaged communities
* Comprehensive knowledge and understanding of the early years and family support sectors
* Commitment to work creatively to achieve better outcomes for children and families
* Capacity to develop and review plans and programmes to respond to needs of service users
* Capacity to work in partnership with a wide range of stakeholders, including partner agencies, parents and children
* Capacity to work with flexibility and sensitivity and to work flexible hours as required
* Ability to identify and appropriately address child protection concerns
* Capacity to self-motivate and work independently and in collaboration with a team.
* Ability to work on one’s own initiative
* A commitment to his/her own continuing professional development

3.2 Qualifications and Experience

**Desirable**

* Minimum Level 8 qualification with Level 9 very desirable in a relevant field (Health, Social Care, Education or similar)
* Experience in a project management role

**Essential**

* A minimum of 3 years’ experience of staff management
* A minimum of 3 years’ experience working with children and families
* Access to a suitably insured vehicle

**4. Term and Conditions**

* Salary: €56,000-€66,000 depending on qualifications and experience
* 30 Days Annual Leave
* Pension Scheme
* Commitment to Continuous Professional Development
* The Post is subject to 12 months’ probation, Garda Vetting and continued funding from Statutory Funding Agencies.