

Role Specification

Position:	Services Manager
Reports to:	Chief Executive Officer
Location:	The Services Manager will be located at MS Ireland National Office, 80 Northumberland Road, Ballsbridge Dublin 4 but will be expected to visit the MS Ireland Care Centre and Regional Offices as required from time to time.
Employment Status per week)	Full Time Permanent role (35 hours/5 days
Academic Requirements:	Third Level Degree in related discipline.
Primary Functions:	<p>The Services Manager will operate as a member of the MS Ireland Senior Management Team with the prime responsibility of planning, leading, and managing our services for people living with MS, their family members, and related stakeholders.</p> <p>To develop and implement a Services Strategy in line with organisational strategic objectives and the MS Ireland Strategic Plan. This will be done through leadership, motivation, strategic thinking, policy formulation and the forming of strong relationships with internal and external stakeholders ensuring the highest possible level of quality services to people living with MS in line with their requirements.</p> <p>To foster links with all internal Departments . Committee and Groups to enhance delivery and cohesiveness of services. This includes the Board of Directors, the Council. Branch network etc.</p>

Key Requirements :

- Minimum of ten (10) years in a hands-on, frontline operations management role, ideally within care or a related sector and have familiarity with HIQA standards.
- Have a strong track record of achieving agreed Key Performance Indicators (KPI's) and meeting programme targets in line with the Strategic plan and MS Ireland's overall mission, vision, values and objectives.
- Can demonstrate strong leadership skills, with a proven ability to lead and motivate geographically dispersed multi-disciplinary team, whilst promoting a positive team ethos.
- Can demonstrate flexibility, versatility, and an ability to manage large, multi-disciplinary teams through periods of change.
- Can show a strong track record of monitoring service delivery to clients and initiating service improvements that have a positive impact on the client experience.
- Can maintain a high level of professionalism when working under pressure.
- Has excellent people skills and an ability to communicate effectively, in a professional manner with a broad range of stakeholders, both internal and external.
- Experience in managing budgets, analysing, and extracting data and report writing
- Can demonstrate a good understanding of the MS sector and the diverse requirements of people living with MS.
- To prepare an annual budget for responsible activities as part of MS Ireland's overall budgetary process
- To monitor, review and evaluate the activity and delivery against annual plans on a continuous basis
- To report on the implementation of annual plans to the CEO, Board, and relevant sub-committees.
- To seek out opportunities for statutory and other funding and submit funding applications where appropriate.
- Liaise with external organisations including but not limited to the HSE and the 9 Community Health Organisations (CHO), develop working relationships with these organisations, and engage in joint activities as required.
- Develop inter-agency working relationships with appropriate organisations locally, nationally, and internationally.
- Assist in the development of online services as part of MS Ireland response to the Covid 19 crisis.
- Create a framework for support groups for people living with MS, both online and face to face.
- Champion people living with MS throughout the Organisation, advise of changing requirements, deliver process, system changes to accommodate requirements and increase productivity fostering a continuous improvement atmosphere.
- Extensive knowledge of the Voluntary, Community and Healthcare sectors with an understanding of disability issues.
- Strong people management skills with experience of managing regional locations and teams.
- A proven track record of managing change and development and implementing complex change programmes.
- Exemplary written and verbal communication skills with an ability to influence and lead people.
- Excellent budgetary skills and expertise around services funding.
- The position will require travel therefore access to a car together with a clean driving licence

Key Competencies

- Leadership skills – be capable of inspiring motivating and involving employees in achieving organisational objectives and possess strong team skills in creating a climate of effective teamwork.
- Strategic vision – be capable of distilling inputs from a variety of sources into a clear strategy, developing innovative approaches and then motivating staff to work towards agreed goals
- Commercial awareness – evaluate all plans, operations, and activities in terms of bottom-line impact. Identify opportunities for business development, performance improvement and react creatively to customer needs for services and/or value.
- Initiative – capacity to identify need for improved systems and procedures in advance and be pro-active in generating ideas for improvement.
- Instituting and leading organisation and cultural change – the capacity to get others to see the need for change and the ability to make real changes in the way things are done.
- Participative approach & team building – display a style that promotes and maintains a culture of involvement, teamwork, and collaboration in pursuit of business unit and corporate goals.
- Planning, organising and work management – ability to plan and organise work and develop appropriate control procedures to achieve work targets.
- Communication skills – be highly competent verbally and relation to written reports with excellent presentation skills.
IT Skills , be competent with the Microsoft Office range MS Word, Excel, and PowerPoint .
Knowledge of Sales Force is desirable but not essential

Leadership & Management

- To lead the Regional Community Workers , the MS Ireland Care Centre, through a period of change and development, encouraging growth, communication, and initiative.
- To oversee the design and development of regional programmes, courses, seminars, and information days for clients.
- To co-ordinate the drafting of regional events budgets, HSE proposals and grant applications.
- To oversee the effective and efficient running of the MS Ireland Care Centre in conjunction with local Management.

Internal Structures & Procedures

- Create, develop, and implement policies, procedures and structures that will improve standards, ensure consistency, and enhance delivery of services to people living with MS
- Review current services structure in line with the services strategy and changes in statutory structures and propose and implement changes as agreed at Senior Management level.

If you are interested in working in a caring and friendly environment, helping to make a difference to the lives of people living with MS please email a detailed CV and covering letter to recruitment@ms-ireland.ie

