

Service Co-ordinator

(Managing Midlands Region)

CANDIDATE BRIEFING DOCUMENT



Merchants Quay Ireland
Homeless & Drugs Services



DECEMBER 2023

ORGANISATIONAL BACKGROUND

Merchants Quay Ireland (MQI) is a national voluntary organization that helps people who are homeless and those caught in addiction. MQI is registered for the charitable purpose of promoting health, and to provide the stepping-stones for every point of a man or woman's journey out of homelessness and addiction.

MQI provides services ranging from crisis intervention and health promotion services to day-support programmes, residential detox and rehabilitation, and prison-based counselling.

To learn more about Merchants Quay Ireland, please visit [their website](#).



MISSION

To offer people dealing with homelessness and addiction in Ireland, accessible, high quality, and effective services, which meet their complex needs in a non-judgemental and compassionate way.

VISION

An inclusive society that supports the integration and well-being of all.

VALUES

- **Collaboration:** We work together (Professionalism, Teamwork, Adaptability)
- **Compassion:** We meet people where they are (Acceptance, Commitment, Support)
- **Courage:** We speak up, challenge & advocate (Integrity, Respect, Diversity)

STAFF STRUCTURE

MQI currently have approximately 200 staff members.

GOVERNANCE

MQI is governed by a Board who are responsible for the organisation achieving its strategic aims, remaining commercially viable and overall governance of the organisation.

The Board is currently chaired by Ray Langton and is comprised of 9 members.

CONTEXT FOR APPOINTMENT

The Merchants Quay Ireland Drug and Alcohol Treatment Service (MQI DATS) has been operating in the Midlands Region since 2009, delivering outreach harm reduction services and supports, including needle exchange, to service users and their families across the four counties of Longford, Laois, Offaly, and Westmeath.

In 2022, this regional service entered a new stage of development with the opening of the Tanyard Centre in Tullamore.

As a result, MQI are seeking someone to co-ordinate and lead the service in the Midlands; working in partnership with statutory, voluntary and community stakeholders to ensure that services are delivered.



THE POSITION

Title	Service Coordinator, MQI Drug and Alcohol Treatment Support, Midlands Service
Reporting to	Deputy Head of Operations - Regions
Direct Reports	Currently 7 Direct Reports: 1 Lead Project Worker, 1 Addiction and Alcohol Project Worker, 5 Outreach Workers (<i>Longford, Westmeath, Laois, Offaly</i>) and 1 Family Support Specialist)
Place of Work	The Tanyard, Tullamore (<i>hybrid, with up to 2 days of remote working a week</i>)
Working Hours	Full-time - 39 hours per week
Nature of Post	Permanent (following 6-month probationary period)

ROLE SUMMARY

MQI are seeking an experienced and dynamic leader to effectively build, lead, manage, and deliver a community-based drug and alcohol treatment support, family support, and harm reduction service, for individuals over 18 years and their families for the Midlands area.

Reporting to the Deputy Head of Operations, the Service Co-ordinator will co-ordinate and ensure the smooth day-to-day operation of the various processes that underpin the delivery of the high-quality services in MQI DATS Midland Service.

The postholder will need to embody the organisations ambitious and compassionate culture and ensure that there is a high level of awareness of the service provided across the regions.

Service Delivery and Co-ordination

- ❑ Manage the operations and delivery of all day-to-day operational functions of the MQI DATS Midlands Service.
- ❑ Ensure the provision of care and support to all service users that offer both a harm reduction and recovery-based ethos reflecting a person-centred approach to care.
- ❑ Identify potential gaps or blocks to progression for service users and problem solve in conjunction with other services, ensuring integration, referral pathways and interagency case management, where appropriate.
- ❑ Ensure that the services are managed and operated in line with the vision and mission of MQI and in line with requirements as agreed by funding agencies.
- ❑ Ensure that all those working in the service participate in regional and national programmes, campaigns, and initiatives.
- ❑ Support the development of the services using evidence-based models of intervention, and accurate data.



Stakeholder Engagement

- ❑ Develop and maintain working relationships, and establish new links with existing statutory, voluntary and community services within the midland regions and ensure that there is a high level of awareness of the service provided across the region (e.g., local county councils, youth services, hospitals, Tusla, family resource centres).
- ❑ Represent the service on relevant local and regional committees Ensure the team collaborate with the appropriate residential treatment service for service users and HSE Community Alcohol Drugs Service (CADS) to seek approval of all costs associated with securing the residential treatment prior to assessment.
- ❑ Communicate effectively and maintain appropriate accountability to the Deputy Head of Operations-Regions, Executive Team, and the Board of Directors.



Reporting

- ❑ Produce monthly activity reports for Senior Management in line with funding agencies requirements and compile any ad hoc information requests relating as required.
- ❑ Collate and submit regional statistical data. Prepare other reports as required.
- ❑ Prepare and submit activity reports to funders and attend relevant meetings as required.
- ❑ Maintain an up-to-date record on treatment statistics on the Health Research Board's online National Drug Treatment Reporting System (NDTRS) Ensure team keep up to date with same.
- ❑ Compile and report on complaints and compliments received as required and ensure that the CRM system (Salesforce) is kept up to date by all staff and to provide reports as needed by the Deputy Head of Operations- Regions.
- ❑ Report to the Deputy Head of Operations- Regions for individual support, supervision, performance appraisal and working within the parameters of this role specification.



Human Resources Management

- ❑ Supervise and support staff, ensuring that all relevant documentation is completed, and a consistently high standard of care plans, key working, assessments, and referrals are being carried out in line with the service requirements.
- ❑ Deliver support and supervision to all volunteers, placements in the Midlands service and encourage the participation of volunteers in the provision of services, ensuring relevant policies and procedures are in place.
- ❑ Assess the training and development needs of staff and input to the annual training plan to be agreed with the Deputy Head of Operations- Regions.
- ❑ Work with the HR Department in relation to all HR processes including recruitment, performance management, disciplinary processes etc.
- ❑ Assist the Deputy Head of Operations- Regions in the ongoing development of the service in line with emerging needs in service provision and Drug & Alcohol strategies/protocols etc.



PRINCIPAL DUTIES & RESPONSIBILITIES

Administration

- ❑ Carry out financial duties and ensure appropriate financial control and systems are maintained in consultation with the Finance Department and the Head of Operations, and support and participate in all audits and/or evaluations.
- ❑ Comply with all requirements in relation to all the appropriate paperwork for the service such as client files, accident reports, service user complaints, minutes of meetings etc.
- ❑ Manage delegated budget for the service, and track and report on expenditure for the service to the Deputy Head of Operations-Regions.



KPIS / PRIORITIES AFTER FIRST 6 MONTHS

After 6 months in the role, you will be expected to be working towards the following KPIs and priorities:

- ✓ Have a comprehensive understanding of the organisation, e.g., vision and mission, ethos, how we deliver on our vision.
- ✓ Review deliverables in the operational workplan– reporting to the senior operational team any recommended adjustments.
- ✓ Build strong external relationships with funders and key stakeholders.
- ✓ Demonstrate understanding and oversight of operational financial management processes.
- ✓ Develop a plan to build a dynamic and integrated team, providing internal support and external training as required.
- ✓ Have acquired complete working knowledge of our all MQI IT systems, specifically HR Locker, VI Clarity, Salesforce and HRB Link System

*These duties are a general guide to the responsibilities of the role.
They are neither definitive nor restrictive.*

The post-holder may be required to undertake other duties commensurate with the post.

PERSON PROFILE

MQI are seeking an experienced and dynamic leader to co-ordinate and lead their newly established midlands service, in partnership with statutory, voluntary, and community stakeholders.

The post-holder will be highly organised with the ability to run an effective service, raise awareness locally and ensure that the services provided are known to and meet the needs of those that need them, and their families, across the midland's region.

The ideal candidate will have experience managing a team in a low threshold harm reduction context and will have a remarkable social conscience and passion for working in this area.



CORE COMPETENCIES AND SKILLS

Criteria	Essential	Desirable
Minimum of 2 years' experience supervising and managing a team in a community, addiction service or similar setting (or equivalent, part-time)	✓	
Third Level qualification in a social care or related discipline (e.g., psychology, healthcare, youth work, community development, etc.)	✓	
An understanding of the complex issues relating to homelessness, mental health and substance misuse	✓	
Knowledge and experience in organisational effectiveness and service management with the ability to work under own initiative	✓	
Excellent leadership and decision-making skills with the ability to motivate and inspire teams	✓	
Strong decision-making skills	✓	
Exceptional communication, interpersonal and leaderships skills	✓	
Exceptional relationship building skills and an ability to build positive relationships with a diverse range of internal and external services and stakeholders	✓	
Full clean driver's license	✓	
Strong passion for MQI's mission and vision	✓	
Excellent IT skills, including MS packages - particularly Excel, and an appreciation for data analysis via CRM systems		✓
Financial management skills with experience managing a budget		✓

If this role is of interest to you and you believe you have what it takes to be successful, but don't necessarily believe that you meet every single criterion in the table above, please do still get in touch so we can discuss further how you may be a fit.

REMUNERATION

A competitive salary commensurate with experience is offered for this role.

Non-pay Related Benefits

- Fulfilling and challenging environment
- Sick Pay Scheme (*following probationary period*)
- Minimum 23 days Annual Leave
- Defined Contribution Pension Scheme (*after probationary period*)
- Death In Service Benefit (*from commencement of employment*)
- Line Management Supervision
- Learning and Development programme
- Paid Family Leave (*Maternity, Paternity, Adoptive, Force Majeure and Compassionate Leave*)
- Educational Assistance (*Study and Examination Leave, scholarship foundation*)
- Employee Assistance Programme (EAP)
- Health & Wellness Programme
- Hybrid working options offered after probation period



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APPLICATION PROCESS

Recruitment for this role is being managed exclusively by 2into3.

To apply, please send your cover letter and CV (**in word document format only**) to Shannon Barrett.

The closing date for applications is **Friday 12 January 2024**.

All enquiries regarding the role will be held in strictest confidence.

- **E-Mail** shannon.barrett@2into3.com
- **Website** www.2into3.com
- **Address** Huckletree, The Academy, 42 Pearse Street, Dublin D02 YX88
- **Telephone** (086) 063-4938

Merchants Quay Ireland are an equal opportunities employer who believe that diversity is a strength in the workplace. We therefore welcome applications from suitably qualified candidates, irrespective of gender, disability, marital or parental status, racial, ethnic or social origin, colour, belief, religion or sexual orientation.

At 2into3, we endeavour to make all reasonable accommodations to facilitate the participation of candidates with disabilities in the recruitment process. Please let us know if you require any specific accommodations.

This position is offered subject to comprehensive reference checks and Garda Vetting.