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| **Job Title** | Manager – SICAP and Related Programmes |
| **Employer** | North Tipperary Development Company (NTDC) |
| **Reporting Relationship** | CEO of NTDC |
| **Reporting Staff** | Staff employed in the SICAP & LAES |
| **Location of Post** | Thurles and Nenagh Municipal Districts |
| **Closing Date for Applications** | 12.00 Noon Thursday 21st December 2023 |
| **Date of Interviews** | January 2024 |
| **Benefits offered by NTDC** | **Salary:** Competitive salaries in line with those in the public service.  **Travel expenses:** Travel expenses are reimbursed at public service rates.  **Annual Leave:** 25 days annual leave.  **Pension:** Contributory pension benefits for long term staff.  **Organisation Culture:** Positive working environment and proactive approach to professional development, reflective practice and supervision.  **Training & Development:** Opportunities to access training relevant to the role. |

**THE EMPLOYER: NORTH TIPPERARY DEVELOPMENT COMPANY (NTDC)**

North Tipperary Development Company (NTDC) is a local development company responsible for the delivery of a range of rural enterprise, social inclusion, and community development initiatives in the Tipperary North County area.

The purpose of NTDC is to act as a voluntary, non-profit making, private limited company with a mission to promote social inclusion, promote economic development, increase employment and enterprise opportunities, and promote wider participation in voluntary activity for the people of the area.

# THE PROGRAMME/S: SICAP and LAES

1. **Social Inclusion and Community Activation Programme (SICAP)**

The Social Inclusion and Community Activation Programme is the national social inclusion and local community development programme. It aims to reduce poverty and promote social inclusion and equality in Ireland by providing social inclusion supports to communities and individuals through community development approaches, engagement, and collaboration. SICAP is co-funded by the Government of Ireland through the Department of Rural and Community Development and the European Social Fund. A Team of Project Workers deliver actions to meet the following two SICAP Goals.

* Goal 1: Supporting Communities - This goal supports communities and target groups to engage with relevant stakeholders in identifying and addressing social exclusion and equality issues, developing the capacity of Local Community Groups, and creating more sustainable communities. The primary beneficiaries of Goal 1 are Local Community Groups and Social Enterprises that have a remit in working with or providing services to SICAP target groups.
* Goal 2: Supporting Individuals - This goal supports disadvantaged individuals in improving the quality of their lives through the provision of lifelong learning and labour market supports. The primary beneficiaries of Goal 2 are disadvantaged individuals aged 15 years upwards and children and families.

1. **Local Area Employment Service (LAES)**

The Local Area Employment Service (LAES) is a service that provides support and guidance to job seekers who are looking to enter employment. The LAES has a team of Case Workers who provide on ton one support for job seekers. The case worker provides client led support at two stages:

* General supports to help job seekers build up their employment related skills and their confidence and competence in this area. These supports include one-to-one career guidance, information and training, education options and employment opportunities.
* Specific supports to help job seekers prepare for identified employment opportunities. These capacity building supports include [CV preparation, interview skills and assistance in using job search websites and digital tools effectively to identify suitable employment opportunities](https://gcp.ie/programmes-supports/support-for-the-unemployed/obair-local-employment-service-network/).

In Ireland, The LAES is managed nationally by the Department of Social Protection. [NTDC is responsible for managing the provision of a Local Area Employment Service in North Tipperary.](https://gcp.ie/programmes-supports/support-for-the-unemployed/obair-local-employment-service-network/)

# THE ROLE AND PURPOSE OF THE JOB

The Manager is responsible for managing SICAP & LAES for North Tipperary in accordance with the policies and practice of the programmes, funder requirements and the framework of the wider NTDC organisation. S/he is responsible for the day-to-day running of the programmes. This includes ensuring the effective and efficient operation of the programme’s activities and services and the quality of the services and programmes offered. S/he is responsible for providing supervision and support for staff in relation to the work and their ongoing professional development. S/he also works as part of the wider management team within NTDC and contributes to the ongoing development of the wider organisation. ***While SICAP will remain a core programme managed by this role, the portfolio of other funder programmes managed may change over time.***

# CORE RESPONSIBILITIES INCLUDE:

* Oversight responsibility for the development of projects, services, and actions that are user led and meet the needs of targeted individuals and communities, including the animation of communities to tackle development issues. Responsibility for ensuring the quality-of-service provision, and a consistent focus on social inclusion.
* Oversight responsibility for the professional development of staff and staff practice. This includes developing their capacity to work together as a team to deliver the activities and services.
* Responsibility for overseeing the development of effective public promotion strategies that target client and community engagement and take up of services offered.
* Responsibility for establishing and maintaining collaborative relationships with relevant agencies to optimise the outcomes for the individuals and communities supported and to address matters of policy and practice which inhibit progression of individuals and communities.
* Responsibility to understanding the National and Local Context and a key role in strategic planning and contributing to the strategic direction of the organisation. The post holder will have a key role in the development of the Board’s strategy for the North Tipperary area in partnership with relevant stakeholders in the county.
* Responsibility for financial management of the programmes and ensuring that programmes operate within the parameters, guidelines and other requirements set down by funders.
* Responsibility to work as part of the broader management team within NTDC and proactively contribute to development of policy and practice within the wider organisation.

**Quality of Programme Delivery and Support**

* To work with staff individually and collectively to assess the needs of individual and community target groups and develop appropriate personal action plan for individuals and support plans for communities.
* To ensure service delivery is in line with best practice standards in the sector and that the service and activities are target group and community group led.
* To provide consistent case management support for staff, ensuring that client needs are addressed.
* To work with the team to consistently review the services offered, identify gaps, and develop new services, activities, and responses both for individual and communities, as an when required.
* To work with the team to examine and develop project ideas from individuals, social enterprise and the community and voluntary sector for projects which may have potential for funding/support under programmes funded through NTDC.
* To ensure that written policies and procedures which promote best practice are in place which give direction to the delivery of the programmes, to update these as required and to develop new polices to address any gaps in current practice.

**Professional and Practice Development of Staff**

* To be responsible for the quality of the service provided by staff and ensure that demonstrable evidence of high-quality services is continually collected and collated.
* To provide informal and formal support, guidance, and caseload management for staff, including monitoring workloads and ensuring accountability for quality of work.
* To provide monthly professional supervision for staff in accordance with NTDC policy.
* To promote a positive team spirit within the SICAP and LAES staff teams and proactively develop processes which support collaborate and co-operation within the teams.
* To ensure that the teams operate in accordance with SICAP & LAES policies and procedures.
* To take a lead role in relation to the ongoing monitoring and development of staff performance. This includes carrying out staff reviews, addressing deficits in performance, identifying staff training needs and supporting the ongoing professional development of staff.
* To take a lead role in relation to the recruitment of staff as and when required. This includes working with the CEO regarding recruitment, providing induction for new staff and overseeing probation.
* To always comply with NTDC HR policies and contribute to the ongoing development of such polices.
* To maintain relevant HR records and contribute to the collection and collation of HR and related records.

**Prevention and Public Awareness**

* To work with the staff teams to develop the profile of NTDC, SICAP and the LAES within the community, provide information, raise awareness of the services and activities that available to individuals and communities. This includes developing promotional and other information material for dissemination across North Tipperary.
* To work with the staff team to identify and respond to opportunities to works collaboratively with individuals, families, communities, and agencies to promote the development of sustainable communities.
* To ensure client user and community participation and involvement in the running of the programmes and their active engagement in the development of projects and activities.
* Meets with interested individuals and groups/communities to provide information on the variety of activities which are suitable for funding/development support.

**Work Collaboratively with Other Agencies**

* To positively promote the programmes managed and proactively represent the interests of individuals and communities that the programmes serve.
* To advocate individually and collectively on behalf of clients and communities to facilitate them to access services of relevant statutory and other agencies.
* To participate in relevant fora and proactively work with local statutory and other agencies and seek to positively influence policy and practice development to foster and promote social inclusion.
* To work with statutory and other bodies involved in the development of national policy and practice and seek to positively influence national policy and practice regarding social inclusion and the creation of sustainable communities.

**Strategic Planning and National Policy Context**

# To actively contribute to the development and implementation of the Company’s strategies, plans and objectives.

# To understand the National/Local policy context of the work, forecast likely reactions of others and plan accordingly.

# To make informed decisions or judgments based on logical processing of information, sound thinking and problem solving.

# To identify key information sources, gathers, and analyses information and presents this in a coherent manner.

* To represent the organisation on relevant Forums and Networks to further the aims of the organisation.

**Information Gathering and Financial Management**

* To establish and maintain positive working relationships with Tipperary County Council, Pobal, DSP and other funders.
* To ensure that the service operates within the agreed budget and in compliance with NTDC and funder procedures. This includes tracking any over or underspend and ensuring that the funding is spent within the agreed timeframe.
* To proactively work with funders and keep them inform on relevant matters related to funding and services provided with the funding.
* To submit financial and other reports to funders in a timely manner and comply with any deadlines or other requirements set by funders. This includes making timely applications for annual or multi-annual funding when required.
* To design, implement and maintain appropriate administration systems to ensure effective operation of the service.
* To gather and collate relevant data on the activities of the programmes to inform the ongoing development of the programmes and its services, provide demonstratable evidence of its effectiveness and provide information for funders as required.
* To provide regular written reports and other documentation on the programmes for internal and external purposes.
* To proactively seek additional funding to supplement SICAP and LAES funding and enable SICAP & NTDC to respond to gaps in service provision and develop new initiatives to expand and complement existing provision.

**NTDC Management Team**

* To report to the CEO of NTDC regarding the day-to-day operations of SICAP & LAES and keep him/her information on all relevant matters of policy and practice, particularly where there are safety concerns.
* To work as part of the broader management team within NTDC and proactively contribute to development of policy and practice within the wider organisation in accordance with the values and strategic direction of the organisation.
* To ensure effective communication with other teams in NTDC and actively seek out opportunities to work collaboratively with other programmes to provided cohesive and seamless responses for individuals and communities.

**COMMUNITY DEVELOPMENT and OUTREACH**

* To have an outreach role by working directly with individuals and groups using community development approaches to engage hard-to-reach target groups.
* To motivate participation by community groups and individuals through community development processes and frameworks.
* To be directly involved in the initiation and development of actions.

**Other General Duties**

* To always comply with NTDC policies and procedures, including implementation of the following policies: Child Safeguarding; Data Protection; Confidentiality; Complaints; Volunteer.
* To work in a manner which positively promotes the aims, objectives, and values of NTDC.
* To participate in monthly professional supervision in accordance with the supervision policy of NTDC.
* To actively participate in cross team meetings and training as required. This includes contributing to the development of other programmes in NTDC.
* To take responsibility as and when required for other programmes with NTDC which complimentary the work of SICAP and the LAES.
* Undertake any duties consistent with the post as may be reasonably requested by the CEO.

**HEALTH AND SAFETY**

The Manager has responsibility for the implementation of the NTDC Health and Safety policy as it pertains to the staff team, services provided, areas of responsibility and the premises used by SICAP and LAES.

***The above Job Description is not intended to be a comprehensive list of all duties involved and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.***

**PERSON SPECIFICATION**

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| **Factors** | **Essential** | **Desirable** |
| Qualifications | * Relevant Level 8 professional qualification e.g., community development, social work, education, or a related field. | * Relevant Level 9 professional qualification |
| Knowledge | * Knowledge and experience of a client data collection system e.g., a CRM System. * Comprehensive knowledge and understanding of community development principles and practices. * Knowledge of SICAP, LAES and similar government funded programmes. * Extensive knowledge of services and supports available to target groups and communities. * Extensive knowledge of the statutory and community services that operate in the programmes/s target group areas. * Comprehensive knowledge of statutory and other regulations regarding working with children, families, venerable adults, and communities. | * Knowledge of the Pobal IRIS CRM System |
| Experience | * At least 5 years’ experience in community development work. * At least 3 years’ project management and / or staff management. * Experience of direct work with the target group individuals and communities. * Strong track record in identifying community needs and working with communities to develop community led responses to those needs. * Track record in managing budgets and meeting funding requirements. * Experience of effectively developing and implementing policies and procedures. * Experience of managing and supervising staff in a multi-disciplinary environment. * Strong track record in effective caseload management. * Strong track record in working collaboratively with other agencies in the provision of services. * Strong track record in effectively advocating on behalf of clients and target communities. * Knowledge and experience of reflective practice and commitment to engage in self-reflective practice. * Proven ability to manage a demanding and diverse workload. | * Experience of managing government funded programmes. * Previous experience of SICAP, LAES or similar programmes. * Experience of writing tender applications and tendering for funding. * Track record in providing professional supervision for staff. * Experience in designing and delivering group-based programmes for targeted individuals and communities. * Experience of engaging, developing and implementing initiatives with hard-to-reach communities. |
| Core Competencies | * Ability to build positive working relationships with stakeholders including clients, communities, colleagues, funders, and other agencies. * Ability to work directly with individuals and groups using community development approaches to engage hard to reach communities. * Ability to motivate participation by community groups and individuals through community development processes and frameworks. * Empathetic nature and appreciation of the challenges experienced by the targeted individuals and communities of the programmes. * Ability to work collaboratively with other agencies and positively influence the policy for the betterment of the target group individuals and communities. * Ability to foster the confidence and competence of staff individually and collectively and support them to achieve their professional potential. * Ability to lead a team, foster a strong teamwork ethos and a spirit of co-operation and collaboration. * Strong case management skills. * Ability to challenge appropriately and manage conflict in a timely and constructive manner. * Excellent problem solving and crisis management skills and ability to make effective decisions in a timely manner. * Excellent verbal and written communication skills including presentation skills and report writing skills and ability to produce reports in a timely manner. * Excellent administrative skills and ability to establish and maintain effective administrative systems, keep accurate records, and produce reports in a timely manner. * Excellent planning and organisational skills with proven ability to identify priorities, work to deadlines and organise the work to ensure optimum service delivery. * Strong capacity regarding strategic planning. This includes capacity to translate needs into appropriate, SMART strategic objectives and related actions. * Ability to effectively develop and implement clear written policies. * Self-starter with capacity to apply creativity and initiative appropriately within the parameters of the role. * Strong resilience and capacity to manage stress and to work effectively under pressure. * Demonstrated ability to manage and be responsible for day-to-day operation of the programmes. * Capacity to prepare funding proposals, tender applications complete programme reports and meet other reporting requirements of funders. * Excellent IT skills, including Word, Excel, and PowerPoint. * Capacity to accurately represent the mission, objectives, and ethos of the LAES, SICAP and of NTDC. |  |
| Other requirements | * Integrity and dependability. * Empathic nature, people oriented and concern for others. * Self-awareness and willingness to learn. * Commitment to equality and the ethos/policies of NTDC. * Full clean driving licence and use of car as required for work. * Adaptability and flexibility re unsocial hours and multiple sites. * Satisfactory police/Garda clearance |  |

**TERMS OF EMPLOYMENT**

Full-time position - working 35 hours per week. The is initially a fixed term contract until 31st December 2026. The continuation of the contract is subject to continued need for the service and continued availability of funding.  NTDC has been delivering the SICAP programme since 1997 and has consistently received multi-annual funding for the programme during that period.

**SALARY**

The salary is commensurate with qualifications and experience based on a salary scale of €53,345 - €65,172.