



Muscular Dystrophy Ireland (MDI) is a member driven, voluntary organisation that provides support to people with neuromuscular conditions and their families. MDI seeks to recruit an enthusiastic individual with relevant qualifications and experience for the following position: -

National Head of Services [Full Time]

Job Description:

Location: Head Office, 75 Lucan Road, Chapelizod, Dublin 20

Reporting to: Chief Executive Officer

Contract Type: Full Time Fixed Term Five Year Contract

Background to the role:

This is a new position within the organisation, and the successful candidate will be a key member of the management team. They will develop a new strategy for the organisations Services, in line with the overall strategic plan of the organisation, as well as developing a fully structured and outlined operational plan of action with timeframes, resource requirements, priorities and responsibilities, indicating fully how the nationwide services will be delivered as set out and defined in the Strategic Plan. In this role, you will drive forward the services agenda in the organisation, ensuring the right services are available, resourced and utilised by members and their families, and that progress is made on an ongoing basis – striving for better outcomes and supports for our members generally.

Role Description:

- Develop and document best practice standard operating procedures at regional and national level, and developing processes that will ensure they are consistently applied across all regions.
- Design the structures of a MIS (management information system) that will identify key metrics and produce reports against them such as budgetary

control, forecasting and spending, operational activity, data and statistics on client services, level of engagement and usage, regional activity, engagement and liaison with the various agencies both state and voluntary, and the impact of these on members etc.

- Define, develop, and implement the core services which will be offered to MDI members to include family support, respite services, youth services, camps, clinic and first diagnosis support, social activities and any other programmes as developed by the organisation in the future.
- Participate in monthly management team meetings to ensure monitoring and compliance with Strategic Plan. Providing the necessary monthly reports on areas such as performance reports on outputs and outcomes of Services Team.
- Liaise with Fundraising and Finance personnel to support the operational plan with a rigorous financial viability assessment and arrive at budgets to support same.
- Research and define the voluntary agencies by which we will develop partnerships both on a regional and national basis to ensure delivery of an in-depth service while maintaining the autonomy and unique identity of MDI and our member's needs.
- Research and define the mechanism by which to liaise with state agencies e.g. HSE, to achieve optimum service delivery support.
- Build and deliver quality relationships with identified state agencies, government and voluntary agencies on a national level. Work closely with staff to cascade these relationships on the ground nationally through our regional network.
- Support the recruitment and selection process of approved posts which are required to deliver the national service.
- Manage on a day to day basis the performance of the Services Team to ensure compliance with the Strategic Plan. The Services Team comprises of Family Support Workers, Youth Respite Workers, Respite Personal Assistants and Volunteers.
- Continue to monitor and audit services countrywide, which will require you to travel as required, ensuring the quality and SOP's are consistently applied across the country.
- Meet and build relationships with local volunteers and members as required and provide the necessary support and guidance to the Services Team.
- Organise and monitor the provision of supervision for staff.
- Develop a member feedback process by which MDI can evaluate the services on offer.
- Act as Complaints Officer in the event of any complaints received from members.
- Be responsible for ensuring adherence to Children and Vulnerable Adults Policies and procedures.

This list of duties is not intended to be exhaustive, but to reflect the main duties of the position and is subject to change. Due to the size of the organisation all staff will, from time to time, be required to do duties outside of their job description. Any

other duties may be allocated from time to time consistent with the position, operational plan and strategic plan.

Essential Requirements:

- A minimum of 3+ years' experience of working for people with disabilities and or delivering services to marginalised groups in society.
- Relevant 3rd level qualification and it is likely that you will be coming from a similar environment in a similar role.
- Have strong and capable management skills, with proven experience of developing strategic and operational plans at departmental level
- You will be driven by passion to develop and deliver services that are needed and have a positive impact on our member's lives.
- Be a strong team leader and an excellent team player – we want our managers and staff to work collaboratively to achieve a better outcome for everyone Familiarity with the Irish social, educational and medical systems
- Experience of report writing and data analytics, as well as providing insights into the services potential for the organisation.
- Proven ability of working independently, taking ownership as well as being self-motivated.
- Excellent communication skills, both written and orally.
- Have excellent attention to detail, strong administration and time management skills.
- Excellent Computer and systems skills especially in the use of MS Office (Microsoft Office Suite).
- A Full clean driver's licence is essential plus own car, as well as the ability to travel across the country as required.

To apply for this role please log onto the following link:

| <https://my.hirehive.io/voltege/jobs/35715/national-head-of-services>