

SOSAD Ireland

Coordinator Meath

Summary

SOSAD Ireland is a non profit organisation that provides free counselling services, individual and group. We have six offices based in Cavan, Louth, Laois, Meath and Monaghan from which we provide our services. We are currently looking to fill a coordinator role for our Meath branch, based in Navan. You will be responsible for the efficient and successful coordination of the Centre's services and building.

- First line staff management responsibilities for Volunteers and TUS/CE staff
- Hours: 35 per week. Monday to Friday, Flexible to suit the needs of the service and SOSAD Ireland
- Occasional evening and weekend work is required in this post.

Company Overview

Since 2007, SOSAD Ireland has worked to raise awareness and help prevent suicide in Ireland. We have worked tirelessly in our communities to help those in need feel supported and know they are not alone on their journey. SOSAD Ireland is a non profit organisation that provides free counselling services to people who are suffering with suicidal ideation, self harming, depression, bereavement, stress and anxiety, or if you simply need to talk. We have six offices based in Cavan, Louth, Meath and Monaghan from which we provide our services.

SOSAD is a volunteer-led charity consisting of 250 volunteers and 18 paid staff.

Job Description & Responsibilities

The Coordinator is a varied role, incorporating face to face hands on work, administration and organisation,

The role is pivotal in ensuring the smooth and successful day-to-day running of a busy vibrant Centre, providing Counselling services for a diverse community.

You will be responsible recruiting and training all Volunteers and if required CE/TUS staff

You with the assistance of the volunteers will be responsible for quality customer service and effective use of our administrative systems.

Establish and maintain effective working relationships

The post holder will work with the General Manager and other staff to manage and develop the resources, services and projects of SOSAD, in order to best meet the needs and aspirations of the local **community**.

Responsible to: General Manager

Main Responsibilities

This is a very hands on people orientated post;

- you will be responsible for all Centre user and stakeholder contact
- You will be responsible for quality customer service, dealing with the daily requirements of all the Centre users, Counsellors and other users/visitors.
- As Intake Support and Counselling services are the key service we offer, the coordinator must ensure all sessions go to plan and that absentees are followed up.
- Ensure that appropriate types of intervention take place to meet Clients needs
- You will be responsible for dealing sensitively and appropriately with the range of complex and challenging issues presented by Centre users.
- To update and maintain efficient and effective administrative and IT systems.
- To maintain and develop operational policies and procedures to ensure the Centre is fully compliant with all legal requirements, including health and safety, and that they are regularly reviewed

Human Resources

- To line manage (training and support can be provided) relevant staff through work reviews and annual appraisals.
- To oversee the work of staff / Volunteers for whom the post holder is responsible, delegating tasks as appropriate. Compiling a weekly rota, ensuring Administrative, Intake support and Suicide Intervention Officer positions are covered by suitably qualified persons.
- To be responsible for personnel related issues including obtaining references, placing advertisements, arranging interviews etc.

- To support projects with recruitment, induction and support of volunteers as required.
- To ensure all personnel and procedures are in line with good practice and data protection. Service and Project Development Management
- To assist and support the Board of Directors, General Manager and centre staff in researching, developing and managing existing and new centre projects and activities.

Lead responsibility for the monitoring and evaluation of the centre's services.

- To produce the centres Annual Report, ensuring all relevant information is collated and presented in an accessible, informative and interesting format.
- To support IT issues in the centre that may arise and liaise with external support if required.
- Promote and publicise, with the assistance of the PR, Social Media and Events coordinator, the centres work through social and traditional media e.g. the website, twitter, blogs, newsletters, the press etc.
- To contribute to the strategic development of the centre providing ideas, input and administrative support of specific projects as needed.

Finance

- To undertake financial tasks such as bank lodgments and petty cash payments, in accordance with our financial policies
- To ensure that financial procedures are followed in accordance with the Charity Commission and other relevant legal requirements.

General Duties

- To be a participatory staff team member of SOSAD.
- To attend staff team meetings, supervision, and training, when required.
- Ensure the Centre is a warm, welcoming and safe environment for our Clients, Staff and anyone who attends.
- Ensure all SOSAD policies and procedures are adhered to. Continuously develop, manage and improve processes and procedures that are necessary to maintain exceptional service to our clients.



Key Requirements

Essential:

- Educated to leaving cert standard or at least 5 years relevant experience
- Experience in managing a team
- Knowledge and experience working within a community setting
- Knowledge and experience with issues surrounding mental health and supporting people with mental health issues
- Full drivers licence
- Ability to work on your own initiative
- Ability to work as part of a team
- Excellent written and verbal communication skills

Desirable:

- Level 7 or above qualification in community mental health services

Benefits

- Salary
- Paid mileage
- Expenses

To apply for this job email carolmurphy@sosadireland.ie

