

Project Group Manager	
Grade	Project Group Manager (PGM)
Reporting to	Lead Project Group Manager
Location	Housing First, Unit 4, Nelson Street, Belfast, BT15 1BH
Portfolio	Housing First Regional
Contract	Permanent
Scope of Responsibility	<p>Depaul is a cross border charity supporting some of the most marginalised individuals, couples and families experiencing homelessness.</p> <p>The PGM will be responsible for the operational management and development of a portfolio of services within Northern Ireland. They provide support and supervision to the Local Management Team in these services, ensuring a healthy local management team is maintained.</p> <p>The PGM will ensure the effective and efficient delivery of the services provided.</p> <p>The PGM may be responsible for the strategic and operational development and management of future services within Depaul NI, in conjunction with senior management.</p>
Hours	<p>Five days per week (35 hours), normally Monday to Friday. Some work during evenings and weekends will be required and time off in lieu applies for extra hours worked.</p> <p>Participate in the 24/7 on-call rota</p>
Key Areas of Responsibility	<p>MAIN TASKS AND RESPONSIBILITIES</p> <p>1 PROJECT MANAGEMENT - Depaul group of Services</p> <p>1.1. To establish and provide support to the services staff teams and volunteers. To ensure the regular supervision of staff.</p> <p>1.2. To facilitate and maintain a healthy Local management team and to directly line manage other members of the management team.</p> <p>1.3. To be responsible for, and where relevant be involved in, the recruitment, induction, probationary assessments and appraisals of project staff in line with the organisation's policy standards. To ensure that these staff are being managed effectively.</p> <p>1.4. To assess the training and development needs of staff and to develop training opportunities for them in line with good practice standards.</p> <p>1.5. To attend and, when required, to facilitate services staff meetings and review days, as appropriate.</p> <p>1.6. To ensure there is adequate cover on the staff rota at all times and cover shifts where necessary</p> <p>1.7. To ensure the recruitment, supervision and support to relief workers.</p>

- 1.8 To be involved in a year planning process for the services and to support the services through internal and external audit and evaluation processes.
- 1.9 To ensure that the services are working well within the context of homeless services, to report to relevant meetings with stakeholders as appropriate and in conjunction with the Senior Services Manager and wider senior management group
- 1.10 To be willing to be telephoned off duty or called into the services in times of crisis.
- 1.11 To ensure all services and staff under your management work in line with Depaul Policies & Procedures

2. DESIGNATED BUILDINGS

- 2.1. To ensure that Health and Safety standards are met within the buildings in accordance with the organisation's Health and Safety policy.
- 2.2. To be responsible for the maintenance and repair of the furnishings and fabric of the properties to a high standard and initiating the necessary repairs that may be required.
- 2.3. To monitor any service contracts relating to the project's building.

3. DELIVERY OF SERVICE PORTFOLIO

- 3.1. To ensure that the practical needs of the service users are met. To ensure that all services are delivered to the service users according to the organisation's policies and Quality Standards Framework.
- 3.2. To develop and maintain a strong network of supports and healthy working relationships. These include links with appropriate statutory and voluntary agencies, Homeless Services, Outreach services, and any other relevant agencies and services.
- 3.3. To facilitate interagency working, to enable a high level of service is provided to service users in the community and across all services provided, particularly in relation to multiple and pronounced needs.
- 3.4. To be proactive and maintain links with local community and relevant agencies to ensure the project is a good neighbour.
- 3.5. According to a continuum of care and support approach, to ensure that service users receive a service appropriate to their choice and needs and where relevant to support service users to maintain their tenancies and where appropriate identify suitable accommodation; supporting individuals in the transition into identified accommodation. To ensure that support plans, relevant needs assessments and key working are core parts of the service delivery, and that they are devised and regularly reviewed in line with Depaul Policies and Procedures and service users' needs.
- 3.6. To ensure safe and secure environments are maintained to high standards of care/support.
- 3.7. To conduct regular Service User surveys each year and feedback to senior services manager.

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3.8. To ensure the complaints procedure is well publicised and operated in accordance with the policy.

3.10 To liaise with, and take a positive active role within the local community.

4. SPECIAL RESPONSIBILITIES

This section relates to specific central Service department roles when delegated to do so by Senior Management and in partnership with other equivalent roles.

4.1. To contribute to the strategic planning process where directed by senior management.

4.2. To undertake additional areas of responsibility within the services department as required.

4.3. To assume project group management responsibility over more than one service or project as determined by senior management.

4.4. To be involved in the Service department year planning and internal audit process.

4.5. To actively encourage projects, connected to the role, to review their aims and the service they are providing on a regular basis. To assist projects to establish targets and objectives and to do this in conjunction with senior management

4.6. To ensure that project policies and procedures are regularly reviewed and the appropriate measures taken in light of the review or direction from senior management.

4.7. To work with relevant departments (ie: People & Organisation, Finance & Risk, Fundraising & Communications) to ensure both qualitative and quantitative information is maintained and communicated to the benefit of the service user group. To assist in the development of service department reports and publications.

4.8. In conjunction with senior management, to ensure that the area management team meets regularly. To attend, and when necessary assist in the facilitation of monthly Northern Ireland Project Management Group (PMG) meetings.

4.9. To keep abreast of current and potential new legislation from central and local government that will affect the operation of the organisation's activities.

4.10. In conjunction with others to deputise on behalf of the senior management in their absence.

4.11. To identify gaps in the overall provision of services within your portfolio

4.12. To take a lead role (in conjunction with senior management and board) in driving forward the strategic development of services within your portfolio

4.13. To represent the organisation in any strategic or operational fora, in conjunction with senior management.

5. POLICY IMPLEMENTATION AND DEVELOPMENT

- 5.1. To develop service delivery policy and good practice in the running of projects which are managed by this post and contribute to development for The Organisation's service delivery section as a whole.
- 5.2. In conjunction with senior management, to undertake action regarding any requirements for registration of our projects with identified quality assurance programmes, and to ensure the organisation meets any standards or requirements set.
- 5.3. To carry out project appraisals for other projects which currently or may in the future exist and report findings to the senior service team. To take a role in ensuring that recommendations for improvements are carried out.

6. FINANCE & Corporate Services

- 6.1. To be responsible for controlling expenditure within designated services in line with budgets.
- 6.2. Ensure petty cash and finance management procedures are followed and that adequate records are kept and budgets adhered to.
- 6.3. To ensure that the maximum revenue funding is achieved through the various funding routes and that all necessary monitoring and reports are completed in order to obtain funding. To abide by the organisation's financial regulations.
- 6.4. Participation in the identification and completion of funding applications.

7 LIAISON

- 7.3. To attend Service management team and Project Management Group meetings and other internal or external meetings as required.
- 7.4. To represent the organisation externally with a wide range of other voluntary agencies, statutory partners and other funders as agreed with senior management.
- 7.5. To attend training events, conferences and other functions as necessary and as requested.

8 OTHER RESPONSIBILITIES

- 8.3. To undertake duties and working hours appropriate to the requirements of the post.
- 8.4. To be available to respond to crisis that may arise in any of the projects that comes under your jurisdiction.
- 8.5. To participate in the organisational 24/7 On-Call rota.

9 GENERAL RESPONSIBILITIES

- 9.1. In conjunction with your Line Manager to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner, which meet the strategic aims and objectives of the organisation.
- 9.2. To participate in regular supervision and annual appraisal, and help in identifying your own job-related development and training needs as well as those that you line manage.

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	<p>9.3 To ensure that all the organisation’s policies and procedures are being adhered to, particularly those relating to Health and Safety, Code of Practice and Confidentiality.</p> <p>9.4 To contribute to the effective implementation of the organisations Equal Opportunities Policy as it affects both the Organisation and its work with service users.</p> <p>9.5 To at all times undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of the organisation.</p> <p>9.6 To have a flexible working style to ensure the successful delivery of services by the project.</p> <p>9.7 Undertake any other duties that may be required which are commensurate with the role.</p>
Person Requirements	<p>ESSENTIAL CRITERIA:</p> <p>Education & Experience</p> <ul style="list-style-type: none"> • A third level qualification (or equivalent) AND at least 3 years’ experience managing a department or service within an organisation. The experience must include responsibility for the management of staff, budgets and strong external agency communication and relationship building <p>OR</p> <ul style="list-style-type: none"> • At least 5 years’ management experience as above. • Experience in managing a staff team • Experience in staff supervision <p>Knowledge, Skills & Abilities</p> <ul style="list-style-type: none"> • Qualities of leadership, evidenced through a track record of successfully motivating staff, ideally through a difficult period of start-up or change • Knowledge of performance management • Ability to set goals, review outcomes and change priorities in line with innovation and ability to think strategically • Ability to communicate effectively both verbally and in writing and to produce clear written reports and letters on complex issues • Ability to work within and develop strong relationships with statutory and voluntary sector • Sound working knowledge of using IT systems, including word, excel and emails <p>DESIRABLE CRITERIA:</p> <ul style="list-style-type: none"> • Three years’ management experience working for an Organisation dealing with social exclusion. • Demonstrable experience of being responsible for or project managing aspects of significant change in an Organisation. <p>CIRCUMSTANCES:</p> <ul style="list-style-type: none"> • A full driving licence and access to a car insured for business purposes*



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	<ul style="list-style-type: none">The ability to participate in the 24/7 on-call rota <p>*this criteria is waived for candidates unable to meet it due to disability.</p>
Access NI	This Post is subject to an Enhanced Access NI check. Having a criminal record will not necessarily debar you from working with Depaul. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate.
NISCC	Northern Ireland Social Care Council Registration is required for all support staff working for Depaul.