

Job Advertisement – Head of Home Support Services **(Open to Public Competition)**

Family Carers Ireland (FCI) is *the* national charity supporting over 500,000 family carers across the country who dedicate their lives to caring for loved ones such as children or adults with physical or intellectual disabilities, frail older people, those with palliative care needs or those living with chronic illnesses or addiction. We provide a range of supports and services for family carers nationally from our local support centres.

Working as a member of the Executive Management Team, the *Head of Home Support Services* is responsible for the leadership, development and delivery of home support services throughout the country including respite, homecare and private hours. This role will report to the Chief Executive.

This service must be provided in a cost-effective manner and be compliant in accordance with agreed standards and financial objectives. A key objective for this role will be grow Family Carers Ireland's market share nationally.

Role Criteria:

The successful candidate should possess the following **qualifications, skills & experience**:

- 15+ years of relevant senior management experience (management and teams);
- Experience in a leadership role in a healthcare setting, ideally in the delivery of Home Care services, with a track record in Business Development;
- Post-graduate qualification or equivalent professional experience, business and clinical background desirable;
- Superior analytical and problem-solving skills, strong oral and writing capabilities;
- Ability to synthesise complex issues and communicate compelling messages;
- Budgeting and financial management experience, including bottom line responsibility;
- Successful track record of project innovation, negotiation and completion;
- Personal presence, practical and solution focused, team oriented, reliable and accountable, collaborative, diplomatic and flexible.

The following skills are essential:

- Familiarity with public sector (ideally HSE) reporting systems;
- Experience of professional team development and performance management;
- Experience of manualising complex processes and driving fidelity to evolving policies and procedures;
- Effective cross-functional engagement;
- Excellent IT Skills ideally MS Office and a dedicated CRM system.

The following are desirable:

- Understanding of public health/population-based models of service planning;
- Experience of managing people remotely;
- Familiarity (and prior engagement) with HSE systems;
- Links to other health networks e.g. GPs, PHNs;
- Full drivers' licence, with access to own vehicle.

Terms & Conditions: Permanent, full-time role (37 hours per week – Monday to Friday with flexibility for evening/weekend support if necessary). The successful candidate may work from their home location but may also be aligned to an FCI base in their geographic area. In order to work from their home location, the successful candidate must have a strong broadband connection and suitable work space.

Prospective candidates may contact us for a copy of the job description or details regarding the terms and conditions of the role if they wish.

Application Process - Applicants are invited to submit their up-to date CV and cover letter demonstrating how they meet the above criteria to recruitment@familycarers.ie no later than **Friday, 26th May 2023**.