

## Team Leader Job Description

### Community Response

#### Accountable to:

- Executive Director
- Management Committee

#### Salary

HSE Grade V

#### Employment Details

The post is primarily located in **Community Response Ltd, 14 Carman's Hall, Dublin 8.**

#### Overview

The Team Leader is responsible for leading and managing the team, ensuring services are delivered efficiently and in accordance with organisational goals, supporting staff, and fostering a positive team culture.

In Community Response, we respond to the needs of individuals struggling with alcohol use in a compassionate and trauma-informed way, focusing on self-determination and social justice.

#### Essential Criteria

- Minimum of two years experience managing or leading a team in an addiction or social care setting, including task delegation and performance appraisals
- Practical experience in:
  - Case management and key working
  - Conducting assessments and care planning
  - Providing group support to promote positive change
- Proficiency in using client management systems such as Salesforce or similar platforms.

#### Qualifications

- Relevant third-level qualification (minimum Level 8) in Social Care, Addiction Studies, or a related field.

#### Key Responsibilities

##### 1. Team Leadership

- Lead a team of 6 project workers.
- Facilitate the weekly team meetings to review service delivery and performance, client cases, set goals and address concerns.
- Ensure clear delegation of tasks and responsibilities within the team, including weekly programme calendar.
- Field referrals and ensure consistency with service user and referral agent follow-up.

##### 2. Service Delivery and Quality

- Provide key working and therapeutic group support to service users relating to alcohol-related harm, ensuring comprehensive case management and follow-up.
- Sit on the Quality and Safety Board Subcommittee, requiring quarterly attendance at meetings, note-taking, and follow-up on tasks decided at said meetings.

- Monitor team performance, ensure KPIs and governance requirements are met, and implement improvements based on data and feedback.
- Liaise with the team in design, delivery and evaluation of internal and external workshops.

### **3. Training and Development**

- Develop and implement a structured training programme for team members to improve their skills and performance.
- Collaborate with the Executive Director on staff annual appraisal and development plans.
- Foster a learning culture within the team, encouraging continuous professional development.
- Ensure all staff are equipped to meet the changing needs of service users, offering support, guidance, feedback and mentorship.

### **4. Administrative and Reporting**

- Ensure the effective use of client management systems (e.g., Salesforce) and oversee accurate service delivery and outcomes reporting, including monthly performance reports.
- Oversee time off management for the team, ensuring accurate recording of annual leave, sick leave and TOIL in collaboration with the Project Administrator.

### **5. Stakeholder Engagement**

- Build and maintain relationships with external stakeholders, including healthcare providers and community organisations, ensuring effective coordination of care and support services and enhancing delivery.
- Advocate for service users, ensuring their needs and feedback are communicated effectively to senior management.
- Promote the services externally, engaging with community partners and stakeholders to raise awareness and encourage service user participation.
- Use multiple forms of communication to engage with stakeholders and service users: technology, social media, website, in-person promotion, etc.).

### **6. Strategic Planning and Resource Management**

- Collaborate with senior management to align team objectives with the organisation's strategic goals and implement systems to ensure best practices, evidence-based outcomes, and effective resource management.

### **7. Additional Responsibilities**

- Provide cover for the Executive Director when they are on leave.

**Confidentiality:** You may have access to sensitive information about individuals and families using the service. All such information must be kept confidential and handled per GDPR and data protection laws.

**This job description outlines the main duties and responsibilities of the role, but it is not exhaustive. It may be reviewed periodically to reflect the changing needs of the**