

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 alcoholrelated 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.).

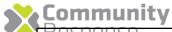
6. Strategic Planning and Resource Management

• 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.



is not exhaustive. It may be reviewed periodically to reflect the changing needs of the