

Job Description

Tús Supervisor

Reporting to: Tús/RSS Co-ordinator

Context of the Role

Wexford Local Development is a non-governmental organisation working to support the development of thriving, resilient communities where people feel connected, are valued and have equal opportunity to reach their full potential. Tús is one of a number of national programmes delivered at local level by WLD on behalf of the Government in order to create opportunities that promote equality and inclusion and improve quality of life for people and communities. The work is informed by our core values of respect, equality, leadership, inclusion and integrity.

Key Responsibilities and Duties of the Tús Supervisor:

Responsible for the implementation of WLD's Tús Programme. The Tús Supervisor will have responsibility for the ongoing development and supervision of a Tús Scheme.

Duties include;

- **Outreach, promotional activity and collaborative networking** to identify and engage with potential beneficiaries of the programme and to source suitable placements with community groups and organisations.
- **Development of an active network of relationships with WLD colleagues as well as local agencies**, in both the statutory and the community and voluntary sectors, to whom clients can be referred for further supports.
- **Caseload management, including the recording of all interactions with clients on the WLD Salesforce CRM system.**
- **Engage in regular formal and informal performance appraisal meetings with your line manager to** support your optimal performance in your role and within your team and the wider organisation.
- **Engage in training programmes, events and information sessions** to refresh skills and keep informed of policy changes, new supports and new initiatives that would assist you in your role.
- **Prepare clear and concise activity and progress reports** as required to enable the work of the programme to be adequately monitored.
- Given the **emergent nature of Community Development work**, undertake other duties and responsibilities including partaking in companywide initiatives

and activities as may be assigned in agreement with the management team where such requests are reasonable;

- To support community groups with the implementation of their work plans;
- To ensure that each work placement complies with all the regulations of the Department;
- To attend TUS/RSS steering committees and provide progress reports and updates to this committee as required.
- To develop and maintain a good working relationship with each community liaison officer and to maintain community project records including calls and correspondence;
- To schedule, supervise, support and manage the work of participants in partnership with local community groups;
- To facilitate the recruitment of participants, and to manage and process participants' documentation including applications, assessments, start-up forms, weekly wages;
- To pro-actively manage participants in terms of eligibility and performance, including the implementation and management of effective time keeping record systems for all participants;
- To communicate effectively with all participants and deal with any complaints and grievance matters in line with WLD policies and procedures;
- To safeguard all assets, goods, and materials provided for the operation of the Tús to participants and community groups.
- To ensure that tasks operate within the terms of the WLD's insurance policies;
- Ensure the delivery of excellent standards of work and customer service to all clients and stakeholders availing of supports from WLD;
- To represent and promote both the Tús and RSS Schemes in your day-to-day work and at outside meetings, highlighting the positive benefits of participation for individuals and communities;
- Contribute to the overall effectiveness of the Tús & RSS programme team;
- Demonstrate and encourage continuous improvements in all areas of your work;
- Ensure that you uphold Wexford Local Development's Code of Behaviour for its staff;
- Ensure that all work areas provide a safe and healthy environment for Participants and WLD Staff, both in terms of facilities and work practices by implementing Wexford Local Development's health and safety policy in full;
- Demonstrate a commitment to the Company's Core Purpose and Vision;

Core Competencies & Skills

- **Results orientated**
- **Commitment to quality**
- **Networking and collaboration** - ability to build strong relationships with clients, colleagues and partners
- **Excellent ICT skills** – ability to effectively use Microsoft Office packages as well as to quickly become proficient in using new platforms such as CRM.
- **Communication Skills**- Excellent verbal and written communication skills.
- **Strategic analysis** – ability to consider all aspects of a challenge and discern the best solution

Qualifications and Experience

- Achieved a Level 6 on the National Qualifications Framework or equivalent relevant training or professional experience, in supervisory management or other discipline.
- Direct experience working one to one with marginalised Individuals and Communities
- Previous supervisory experience.
- Access to a car and a full clean driving licence as travelling and outreach will be part of the role.
- Excellent interpersonal and IT Skills and the ability to relate and work well as part of a team

Personal Qualities

The ideal candidate for this role will be

- ✓ **Resourceful** – using initiative and sound judgement to respond sensitively and appropriately to a range of challenges that clients may present by building and drawing on a knowledge base of relevant supports and services.
- ✓ **Organised** – adept at planning and managing a busy workload
- ✓ **Passionate about social inclusion and equality** – committed to making a difference for individuals, communities and society
- ✓ **Tech savvy and attentive to detail** – comfortable using our caseload management system and other platforms to ensure that interactions with clients and initiatives developed through the programme are recorded accurately and adequately and clients experience the programme as smoothly and seamlessly as possible.
- ✓ **Collaborative-** Develops positive relationships internally and externally to achieve goals.
- ✓ **Team player-** A strong team player with a positive, enthusiastic, flexible and professional approach to work

Hours

The post will be full-time (35 hours per week).

Salary Scale

€31, 935.73 per annum