



## JOB DESCRIPTION: PROGRAMMES AND SERVICES MANAGER

<b>Hours:</b>	Full-time, 39hrs per week
<b>Reporting To:</b>	Chief Executive Officer
<b>Direct Reports:</b>	Social Worker
<b>Supported By:</b>	Reception Staff, Operations and Development Manager
<b>Salary:</b>	€44,500 per annum
<b>Location:</b>	On-site 4 days per week, eligible for 1 remote/hybrid day.
<b>Term:</b>	One-year specific purpose contract, renewable, subject to performance and funding.
<b>Apply By:</b>	Noon, Thursday 30 November 2023

### Overview

Founded in 1997, Outhouse LGBTQ+ Centre is a vibrant and safe space for LGBTQ+ people, communities, and organisations that is inclusive of the diversity within our communities.

Outhouse is dedicated to supporting the people, spaces, and issues important to the LGBTQ+ communities.

Our vision is a future where LGBTQ+ people are safe, seen, and celebrated.

Our mission is to improve the quality of life for LGBTQ+ people by providing a safe space to find:

- **Connection** - discovering themselves, their people, place, and passions.
- **Community Support** - accessing information, programmes, and services.
- **Culture** - experiencing creativity, heritage, discovery, and fun.

- **Campaigns** - being part of a strong, credible, and trusted voice for LGBTQ+ communities.

In all our work, we are guided by the [values](#) of trust, respect, joy, inclusivity, and impact and grounded by our commitments to [equity](#) and [intersectionality](#).

Reporting to the CEO, the Programmes and Services Manager is a new role at Outhouse LGBTQ+ Centre. This post offers an exciting opportunity to significantly enhance Outhouse's capacity to meet growing and evolving demand to provide essential services that will ensure LGBTQ+ people are safe, seen, and celebrated. The post holder will take a lead role in delivering Goal 2, 'Community Support: A safe, accessible space to provide information, support and services to our communities', of the organisations's [new strategic plan 2023 - 2028, Space for All](#), in collaboration with the CEO and Senior Leadership Team.

## Staff Benefits

Outhouse provides staff members various benefits and supports that increase the team's financial security, health, and well-being. Supporting staff to continue their professional development and maintain a healthy work-life balance is central to our way of working. Some of these discretionary benefits and supports include:

- Paid time off, including 23 holiday days (pro rata), and following successful completion of probation, access to our discretionary sick leave, parental leave, and bereavement leave schemes.
- Educational Assistance Programmes (including paid study/ exam leave and an educational fund towards the cost of fees for study related to your role and responsibilities).
- An Employee Assistance Programme (EAP) covering you and your loved ones 24/7, 365 days per year.
- Family flexible working hours.
- Tax saver tickets and a cycle-to-work scheme.
- Staff coaching and mentoring programmes.
- Staff training and development opportunities.
- Staff wellness programmes.
- A matched 5% employer pension contribution to your PRSA, commencing on completing your probationary period.

## Key Responsibilities and Duties

The Programmes and Services Manager's main duties and responsibilities will be to:

### Programme and Service Design and Delivery

- To plan and manage the delivery and continuous development of the organisation's programmes, services and initiatives per relevant strategic and operational work plans, during 2024 this will include:
  - running social spaces for identified intersectional and marginalised groups;
  - the provision of quality peer support groups to identified target population groups;
  - the establishment of a dedicated 1-2-1 casework service led by a professionally qualified social worker (currently being recruited);
  - the roll-out of several short courses and programmes to promote health and wellbeing; and
  - providing mentorship and training to peer leaders, facilitators, and team members to enhance their skills and capabilities as delivery agents of our programmes and services.
- Carrying out LGBTQ+ community needs assessments and there from the development and execution of evidence-based project work plans, ensuring that projects, services, and programmes meet agreed outcomes, capture impact, and are delivered within budgetary constraints.
- Ensure that programmes and services consistently meet high-quality standards and align with best practices, making improvements when necessary.
- Support the team members engaged in providing our information, referral, and signposting service, assessing the needs of all patrons, and acting as the escalation pathway for patrons who require an enhanced level of support and, when necessary, provide brief interventions and casework to patrons in person, by phone, and by email.
- Develop and sustain strong, positive relationships, referral pathways, and networks with key partners across the LGBTQ+, voluntary, and statutory sectors.

### Leadership and Management

- Have responsibility for direct line management, objective setting and performance management of team members and contractors delivering programmes and services, providing regular structured support and supervision.

- Oversee the preparation of high-quality funding returns and activity reports to various funders and internally for management reporting.
- Ensuring systems are in place to monitor and evaluate service delivery and impact and learning are effectively captured.
- Feed into funding bids as requested by the Senior Leadership Team and prepare and progress strong business cases for future service growth and development.
- Work with the Comms team to ensure the effective marketing of our services through the website, e-bulletins, social media, and printed publicity.
- Attend relevant meetings, events, conferences, and training to represent the organisation and as part of continuing professional development.

### **Note**

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

## **Functional Competencies**

### **Essential**

- Direct experience of working with a wide range of vulnerable people
- Experience of operational and staff management within a voluntary or public sector organisation (minimum 2 years)
- Experience of working with volunteers and/or volunteering
- Experience of managing a range of budgets from different funders
- Experience of planning and developing new initiatives
- Experience of evaluation to demonstrate impact
- Cultural competence concerning working with LGBTQ+ people
- Understanding of, and commitment to, diversity, human rights, and addressing inequalities
- Understanding of good practice in staff and volunteer management

## **Desirable**

- Social work, community education, mental health or related qualification
- Experience of working with trans/queer communities
- Experience of delivering training
- Experience of acting as a group leader/ facilitator
- Experience of developing reports/ data management systems

# Behavioural Competencies

## Person-Centred

Demonstrates eagerness to understand patrons' needs. Views the patron as central to the delivery of everyday service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence, and choice.

- Ensures services and service developments are patron-centric.
- Plans ahead to meet the needs of patrons as part of the resource/ business planning process.
- Acts as a role model to the team in developing a patron-centric model across the team.
- Takes responsibility for ensuring that improvements are actioned and have the desired effect.
- Manages stakeholders' expectations, being realistic about the potential outcome - balances stakeholder needs with organisational needs.

## Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.

- Identifies and contributes to the debate on challenges related to services within their sector and how these could impact Outhouse and its work.
- Identifies challenges and opportunities related to the sector and how these impact Outhouse and its stakeholders.
- Has specialist knowledge that can inform organisational developments and guidance given to stakeholders.

## Results Driven and Accountable

Focuses on delivering results; always concerned with achieving or surpassing goals and/or recognised standards of performance.

- Focuses on the result, prepared to make tough decisions to achieve the result.
- Plans ahead for changing circumstances, and eliminates roadblocks to work plans to get things done.
- Acts as a role model to exceed or meet goals/ standards of performance set by others.

## Resilience

Maintains personal confidence and is able to manage self and emotions in a flexible and adaptive manner when faced with adversity or challenging situations.

- Acts as a role model in addressing issues and errors and promotes a culture of reflective learning.
- Mentors colleagues and peers on the delivery of difficult messages and maintains composure under pressure.
- Anticipates the impact of events or situations on others and responds constructively.
- Advises others on making decisions and prepares a case or conclusions based on a robust evidence base.

## **Project Management**

Applies disciplines of planning, organising, and managing resources to bring about the successful completion of a specific project; applies a project management approach to the delivery of activities and plans.

- Ensures each project has clear terms of reference/ project scope to ensure absolute clarity on expectations.
- Sets priorities for their team with an appropriate sense of what is most essential and plans with an appropriate and realistic sense of the time demand involved.
- Coaches and supports colleagues in navigating issues and potential solutions during projects.

## **Driving Innovation**

Possesses the ability and desire to improve organisational performance by developing or creating innovative solutions.

- Takes "calculated" risks in consultation with the Executive Lead and always knows the consequences of actions.
- Willing to experiment, original in approach.
- Questions traditional ways of doing things, comes up with new ideas and introduces fresh insights.
- Encourages others to "think outside the box".
- Encourages and values new ideas, perceptions, and suggestions.

## **Technical and Professional Knowledge**

Has command over the technical/ professional skills and knowledge required within the job holder's role and continues to upskill to maintain high professional standards and continuous professional development requirements.

- Promotes the development of technical and professional expertise across the team in their responsibility area.
- Is an authority/ technical expert in their own field of professional expertise.
- Keeps well informed and is aware of the latest advances in their professional field.

## Key Relationships

Internal	External
CEO Staff Volunteers	LGBTQ+ Community Members LGBTQ+ Organisations Other Voluntary Service Providers Statutory Organisations

## Overview of Practical Arrangements

### Hours and place of work

Full-time, 39 hours per week, Monday – Friday. The nature of the organisation's operations requires flexibility in work hours and will require substantial weekend and evening work and some travel nationally.

### Holidays

In addition to the usual public holidays, the annual leave for this position is 23 days per annum (pro rata).

### The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

### Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must, therefore, be committed and able to maintain the very highest standards of confidentiality at all times.

### Outhouse is an Equal Opportunities Employer

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

### Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25<sup>th</sup> of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to



process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to [privacy@outhouse.ie](mailto:privacy@outhouse.ie), ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidate's data held by Outhouse.

## Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is, therefore in your interest to provide a detailed and accurate account of your qualifications and experience.

## Other Important Information

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment, their name will be removed from the panel, and no future offers of appointment will be made.

## Submitting an Application

Please submit a completed application form before the **deadline for application on Thursday, 30 November at noon.**

Applications should be submitted by email to [vacancies@outhouse.ie](mailto:vacancies@outhouse.ie)

We will inform candidates who have been successfully shortlisted by close of business on 6 December. We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. Please do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur on 12 and 13 December at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on this date, please state so clearly on your application form.

**Candidates should note that canvassing will disqualify them.**

## Funding

This project is supported by the LGBTI+ Community Services Fund 2023 and the Health Services Executive.



An Roinn Leanaí, Comhionannais,  
Míchumais, Lánpháirtíochta agus Óige  
Department of Children, Equality,  
Disability, Integration and Youth



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive