

**JOB DESCRIPTION  
HEAD OF SERVICES  
SAINT LUKE'S CHARITY AND HOME, CORK**

St Luke's Charity, Cork, CLG, (The Charity) was founded in 1872 and operates under the patronage of the Church of Ireland. It provides nursing, healthcare, and outreach services for the benefit of the community. Its subsidiary, St Luke's Home, Cork, CLG (The Home), operates a 128 bed long stay nursing home on the shores of Loughmahon in Cork. The Charity also runs a dedicated Education and Research Centre (Northridge House) which offers support to the healthcare sector generally. In addition, St. Luke's Charity Cork CLG raises funds to enhance the services provided to our residents. The organisation directly employs 170 staff. In addition, St. Luke's Home Cork CLG works closely with its Catering, Cleaning and Security outsource partners ensuring that quality standards are achieved at all times.

- **Title:** Head of Services
- **Reporting to:** Chief Executive Officer (CEO)
- **Salary:** In line with the Department of Health Consolidated Pay Scales
- **General Function:** Under the direction of the Chief Executive Officer, to be responsible for the overall management & development of the CEO office. The role will also include responsibility for our administrative function and for all services delivered to St Luke's including Catering, Cleaning and Security services.

**Duties and Responsibilities**

**1.0 Principal Duties**

- 1.1** To be responsible for, manage and take the lead on the overall functioning and development of our CEO office
- 1.2** To be responsible for, manage and take the lead on the functioning and development of our administration and support function including ongoing assistance in the operation and development of our ITC systems
- 1.3** To be responsible for, manage and take the lead on the best delivery of all services to St. Luke's, working closely with our catering, cleaning and

facility partners

- 1.4** To act as a point of contact among our Board of Directors, our Senior Managers, our Staff, our volunteers, and our resident families on behalf of the CEO
  
- 1.5** To work closely with our Education and Research Centre, our Finance, Human Resources and Fundraising Departments. To help coordinate their activities in line with our annual business plan and reporting requirements
  
- 1.6** To be responsible for the administration of all Resident matters and services including (and not exhaustive)
  - Admissions
  - Management of waiting lists
  - Communication with external stakeholders
  - Contract of Care
  - Billing
  - Resident Property
  
- 1.7** To be responsible for, manage and take the lead on all our service providers including
  - Catering Services
  - Cleaning Services
  - Internal and External Facilities including gardens
  - Security Services
  - Day Care Services
  
- 1.8** To work closely with our Finance Department for all resident and service provider financial information
  
- 1.9** To ensure that accurate and current information is available to the executive committee and all Board sub committees to facilitate good and timely decision making
  
- 1.10** To ensure that financial resources and assets are used prudently and efficiently.

- 1.11** To promote environmental awareness within St. Luke's and to take the lead on environmental initiatives in conjunction with our sports and social club and our volunteer coordinator
  
- 1.12** To work closely with our Fundraising department and to assist in the promotion of key annual fundraising projects and events. To assist our Fundraising and Communications Manager with Marketing and Brand Development. To promote the work of St. Luke's Charity and Home through the use of appropriate Social Media platforms
  
- 1.13** To participate in and assist the CEO and Finance Manager in the annual budgeting planning process, both capital and revenue and to assist our Finance Function in the reporting of exceptions to our annual operating budget
  
- 1.14** To develop & maintain good working relations with statutory, voluntary, and professional organisations as well as all other stakeholders relevant to the role including the HSE, HIQA, Charity Regulator
  
- 1.15** To lead, manage and develop the Administration Department including producing and updating policies procedures and guidelines relevant to that department.
  
- 1.16** To participate with the Chief Executive Officer and the Executive Committee in ensuring that the day-to-day activities and resources of the organisation are managed and coordinated so that a first class, resident-focused service is delivered
  
- 1.16** To provide administrative support to the role of our Director of Nursing when required
  
- 1.18** To attend Executive Meetings and all Board of Directors meetings including sub committees of the Board of Directors. To take notes and record the minutes of all meetings for distribution to our various committee's
  
- 1.19** To report to and be accountable to the Chief Executive Officer.

## General Management

- To ensure that the information flow within the office and remit of the CEO is properly managed and effective at all times
- To ensure that all administration and support staff are properly trained to carry out their duties and responsibilities in an efficient manner and oversee the performance of all administrative and support staff
- To ensure that adequate staffing levels (within the agreed staff WTE complement) are in place within administration at all times, and to coordinate annual leave within the department. To participate as requested in the recruitment & selection of staff, and other staff, as appropriate.
- To participate on internal committees as directed by the C.E.O.
- To carry out such other duties as may be assigned from time to time by the Chief Executive Officer.
- To respect and uphold the principles enunciated in our mission statement as they apply to the exercise of the duties and responsibilities of the post. In carrying out these duties, the Personal Assistant is required to act in accordance with current legislation, Department of Health regulations, and all internal policies.
- To maintain confidentiality and the utmost discretion regarding information concerning the medical or personal affairs of residents and staff and to ensure departmental compliance with our data protection policy encompassing GDPR.

## **Person Specification Qualifications & Experience**

The ideal candidate will have a minimum of 3 years' experience in a similar role in healthcare or other appropriate and relevant setting. While a formal business diploma qualification is desirable, consideration will be given to a candidate with the necessary skill, experience, and capability to carry out the role effectively and in line with the strategic plan of St. Luke's and vision of the CEO. The preferred candidate will have the following attributes:

- An in-depth understanding of Microsoft Office software suite with an advanced knowledge of word and excel
- General and all-round strong I.T skills and advanced knowledge of IT systems
- Business diploma
- Be policy driven and be capable of identifying and devising new policies, procedures, and guidelines when a deficit is clear
- Understand Data privacy and protection
- Outstanding organisational and time management skills
- Excellent verbal and written communication skills
- Excellent interpersonal skills with effective leadership skills
- A familiarity with financial information and software (e.g., SAGE)

## **Health & References**

Any person holding the office must be in a state of health that would indicate a reasonable prospect of ability to render regular and efficient service suitable to the office. Previous absence records may be considered. Successful appointment to the role is subject to references, medical examination and Garda vetting being satisfactory.

## **Skills, Competencies & Knowledge**

The role will have the following management competencies

- Managing the functions associated with the post
- Plan and manage resources
- Evaluate information and judge situations
- Set standards, assure quality in a person- centred environment
- Ensures a service-user-centred service

### **Managing People**

- Will have the ability and capability to influence people and events
- Will manage individual performance through our performance management systems
- Will have the ability to and capability to create team spirit
- Will support colleagues and encourage personal and professional development

### **Managing Self**

- Will be a role model
- Will maintain composure and quality of working life
- Will deal positively with setbacks while maintaining overall effectiveness



- Will work towards developing and delivering an integrated and coordinated information system between Directors, Senior managers, and all staff
- Will embrace change and service development within the role

### **Application Process**

To apply, please send your curriculum vitae with a detailed cover letter by e-mail to:

**[ceo@stlukeshome.ie](mailto:ceo@stlukeshome.ie)**

**Applicants will be shortlisted on the basis of their application**