

Job Title: Practice Services Manager

Reporting to: Director of Services.

Responsible to: Chief Executive Officer.

Located at: Aware Head Office, 9 Upper Leeson Street, Dublin 4.

Aware is a well-known and highly respected charity in the mental health sector providing free support, education and information services to people impacted by depression, bipolar disorder and other related mood conditions. Our support services include Support and Self-Care Groups, Support Line, Support Mail and the Solace Café service. We also deliver a wide range of education and wellbeing programmes designed to empower adults, as well as senior cycle second level students, with the knowledge and skills to build resilience and protect their mental health. In this context we are seeking a Practice Services Manager to join our team to continue this important, valuable and vital work in our society.

**Principal duties:**

This is a full-time role, based on a 37-hour working week.

This is primarily an administrative role focused on supporting our counsellors and volunteers to deliver Aware’s services.

Hybrid working is possible with this role, with a minimum of two full days per week being based in Aware’s Head Office.

**Counselling services:**

* Responsible for the scheduling, administration, and management of our counselling services, including the booking system.
* Responsible for liaising with and supporting our panel of counsellors, offering operational support as required to ensure best practice delivery of our counselling services.

**Online Services**:

* Responsible for managing the Online Services, providing support, training, monitoring, and feedback to volunteers working on the Life Skills Online programme and the Support Mail service.
* Responsible for the scheduling, administration, and operational management the Life Skills Online programme and the Support Mail service to include volunteer availability as per the strategy and Services Plan.
* Responsible for recruiting and training volunteers as per the strategy and targets set out in the Service Plan.

**Research & Learning:**

* Responsible for the management and development of the Learning Management System to support our volunteers learning and development.
* Responsible for supporting the implementation of the research strategy in conjunction with the Clinical Director and Director of Services through data analysis.

**Administration & Data Management**:

* Responsible for the management of our data management systems, Aware’s GDPR function, with the delivery of associated training needs.
* Responsible for the operational management of Aware’s Confidentiality Policy, including being our Designated Liaison Person with responsibility for confidentiality reporting, including management of the [confidentiality@aware.ie](mailto:confidentiality@aware.ie) inbox.
* Responsible for collating evaluations of the above services, providing statistical analysis and a monthly report on area of responsibility to the Director of Services.
* Responsible for the management of complaints relating to own area of responsibility.
* To perform all duties in adherence to the standards, policies, procedures and guidelines developed and implemented by Aware.
* Any other duties required and deemed necessary by the Director of Services.

**Essential Criteria**

* Excellent administrative and IT skills, including cloud-based booking systems, Word, Excel and PowerPoint.
* Excellent communication and interpersonal skills both verbally and written are essential for this role.
* And excellent team player, with a strong capacity to build relationships with various stakeholders associated with the work of Aware and this post specifically.
* Ability to foster positive relationships and work well with various stakeholders, including volunteers, providing emotional support, guidance and feedback.
* Ability to work on own initiative and as part of a team.
* Some evening and weekend work is an essential requirement of this role.
* Ability to work under pressure in a fast-paced and dynamic environment and take responsibility for tasks assigned.
* Energetic, enthusiastic and flexible.
* Excellent time management skills and attention to detail.
* Interest and passion for working in the mental health and voluntary sector.
* Strong desire to achieve positive outcomes for people who are impacted by mental health challenges and people who use Aware’s services.

**Application**

* To apply, please send an up to date CV alongside a cover letter outlining your interest and suitability for this role to [amy.parrott@aware.ie](mailto:amy.parrott@aware.ie)
* Closing date is Friday 20th September at 3pm.