



Job Description

PROGRAMME MANAGER

Relationships in Practice

- Job Title:** Programme Manager - Relationships in Practice
- Reporting to:** Project Director (SHEP)
- Location:** Based in the Main Office of The Social and Health Education Project, The Old Primary School, Ballintemple, Cork. Some remote working can be negotiated. Travelling as required, from time to time, to networking/advocacy events and for training delivery.
- Contract:** Fixed term contract (ideally starting on or before April 1st 2022) until 31 December 2024, with the possibility of renewal, subject of programme funding.
- Work time:** Full time. Some flexibility around working hours can be negotiated.
- Funded by:** Ag Eisteacht Foundation
- Salary scale:** Starting at point 1 of the following incremental scale: €51,570 - €53,677 - €55,789. A 10% pension contribution will be provided (to match a 5% contribution by the employee).

Background to Relationships in Practice

Relationships in Practice is a collaboration between Ag Eisteacht Foundation and Social and Health Education Project (SHEP).

Relationships in Practice is informed by a vision of Ireland where all practitioners are empowered with the self-awareness, skills and resources to respond in a sensitive and focused way when someone turns to them for help, particularly during times of change or relational distress.

Established (as Ag Eisteacht) in 2001 by Dr Maeve Hurley, a former GP, Relationships in Practice has become Ireland's leading provider of relationship-centred communication training, upskilling over 4,000

frontline practitioners to date. Ag Eisteacht is the Irish word for listening – a key competency in building relationships in practice.

From January 2022 Relationships in Practice will be a collaboration between Ag Eisteacht Foundation and Social and Health Education Project (SHEP).

There are four strands in the programme: evidence informed training, advocacy, collaboration and evaluation.

Aim of Relationships in Practice

The aim of the programme is to enhance practitioners' capacity to be present and attuned through training so that they have the skills to empower and support their clients and look after themselves.

The target group for the programme is practitioners, including frontline practitioners, working in healthcare, social care, education or in community or voluntary roles.

The Philosophy & Ethos of Relationships in Practice

The Relationships in Practice Programme is informed by a vision of Ireland where all practitioners are empowered with the skills and resources to respond in a sensitive and focused way when someone turns to them for help, particularly during times of change or relational distress.

The programme provides the reflective space, tools, insight and understanding to support knowledge in the field of relationships in practice - to build capacity in frontline practice to nurture quality relationships in practice and to support practitioners' understanding of how relationships are a key contributor to health and wellbeing.

The evidence-informed training courses develop practitioners' interpersonal skills, insight and knowledge so that they can support and empower individuals and families. The 'ABLE training model' also provides a framework to help practitioners to manage their time and boundaries for their own wellbeing.

The ABLE Training Approach & Programme

ABLE (Adopt a relational approach, Build, Listen & Empower) is a brief intervention training model that helps to equip participants with a framework they can use to support clients who turn to them for help. Relationships matter. Relationships in practice matter. Studies show that practitioners' self-awareness, and ability to listen, understand and empathise impacts positively on health and wellbeing outcomes. The ABLE training provides an opportunity to develop those skills. The ABLE courses have been developed and fine-tuned over many years. This is in response to changes in knowledge and research, and in response to feedback and evaluations from trainers, participants and commissioners. Each course is designed for specific practitioners, with relevant scenarios and content to help participants to identify with situations in their routine work.

Job Summary

The Programme Manager will have lead responsibility for the management and development of the Relationships in Practice Programme. This is a hands on role involving considerable course promotion and coordination work.

With the support of a Training and Administration Coordinator, and liaising with SHEP administration support staff, the Programme Manager will have lead responsibility in relation to:

- Supporting practitioners by promoting, marketing, designing, organising and evaluating the training, advocacy, collaborative and evaluation aspects of the Programme
- Continuing to build capacity in the Programme to respond to emerging needs of practitioners in the context of a post pandemic world
- Raising awareness through advocacy work, collaborations and evaluation that quality relationships in practice can be nurtured, leading to better outcomes for all, and
- Supporting the effective transitioning of the Relationships in Practice Programme into new governance arrangements under the auspices of SHEP.
- Providing support and supervision to the Training and Administration Coordinator (Relationships in Practice) who will be the second person on the team.
- Supporting the strategic development of Relationships in Practice programme

The Programme Manager will be a senior member of the SHEP staff team.

Specific responsibilities:

Training

Promoting, coordinating and evaluating the following training initiatives:

- Three day 'ABLE' training courses with follow up 'Able in Practice' session
- One day ABLE courses e.g. Building Relationships and Managing Boundaries in Home Care Services and Supports
- ABLE for Teachers Summer School (Department of Education and Skills – Approved)
- ABLE for School Leaders – CSL Endorsed - 5 day training (online) and Community of Practice follow up sessions
- GP registrar training - four 3-hour modules
- Schools Workshops – 2.5 hour modules
- Transition Workshops

Promoting, organising and evaluating customised training for organisations & networks

Collaborations

- Promoting the Relationships in Practice Programme to organisations and networks
- Linking with existing and potential collaborators (e.g CESC, CSL)
- Promoting and supporting the work and activities of the Heart of Frontline Practice Alliance (Annual Conference and Quarterly Touchpoint series)
- Promoting and supporting the eight hour Reflect and Engage Programme with collaborators such as PYCHED.

Advocacy

- Identifying and participating in opportunities to contribute to the national conversation about values-based, relational-focussed practice.
- Utilising Programme Research to advocate for relational approach in practice.
- Designing, in collaboration with key stakeholders, a successor initiative to the Resilience screenings project.

Research & Evaluation

- Arranging for ongoing evaluation of all programme activities
- Identifying opportunities to contribute to the evidence base with regard to values based, relational focussed practice.
- Overseeing the writing of at least one academic paper per year.

Other

- Liaising with and supporting a Programme Advisory Group
- Ensuring that the programme has a sustained capacity to deliver training through the ongoing support and development of the Training Team (currently seven trainers)
- Liaising with programme funders, including providing all necessary reporting.
- Ensuring communication with external stakeholders is of a very high standard
- Liaising with key stakeholders regarding the development of an annual work-plan
- Managing the programme's activity budgets
- Liaising with the SHEP Finance team to ensure appropriate collection of training fees where relevant, payments and necessary financial reporting, in line with agreed policies and protocols
- Coordination with others on the SHEP team, as appropriate, in support of Relationships in Practice

Person Specification

We are looking for someone with:

- a minimum of ten years' relevant work experience as a practitioner In a field such as health, social work, social care, youth work, education, or a similar discipline, and
- A commitment to the values and ethos of the Relationships in Practice Programme and a passion to support practitioners
- Proven experience of ability to work in a collaborative and mutually supportive way with colleagues and others.
- Excellent interpersonal skills and the capacity to engage with all people from all backgrounds in a manner which is warm, respectful, and trustworthy
- Excellent organisational skills
- A sound grasp of theoretical positions relevant to working relationally, practice development, and related fields.
- The capacity to design, deliver and evaluate training
- The capacity to support, hold and mentor colleagues
- The ability to work both independently and as part of a team.
- A willingness to respond flexibly to the changing needs of the Project and its clients.
- Proven experience in producing clear, well-presented written documentation.
- A willingness to travel to as appropriate for the Programme (N.B. - The Programme Manager must have access to a car, have a full and current driver's licence and up-to-date third-party insurance cover).

The following are not essential but would be advantageous*:

- Experience of working as a Trainer
- Knowledge of the ABLE training programme
- Experience of Project/Programme Management
- A Masters Degree or similar qualification in a relevant discipline
- Experience of linking/collaborating with organisations, agencies, and donors.
- Experience of research or commissioning research
- Experience of using Social Media for communication, outreach and advocacy

*This position needs someone with the right values-base, experience and skillset. However, it is also a very important developmental opportunity for the right candidate to grow more fully into the role over time. We will provide a supportive, enabling environment for the successful applicant which will include mentoring, supervision and support for on-going continuing professional development.