



Relationships in Practice

PROGRAMME MANAGER

Full-time

Contract of Indefinite Duration

Job Description

Relationships in Practice supports quality relationships in frontline practice through training, advocacy, collaboration and evaluation.

- Job Title: Programme Manager - Relationships in Practice
- Reporting to: Project Director (SHEP) – Jim Sheehan
- Location: Based in the main office of Social and Health Education Project, The Old Primary School, Ballintemple, Cork. Some remote working can be negotiated. Travelling as required to networking/advocacy events and for training delivery.
- Contract: Contract of Indefinite Duration
- Work time: Full time. Some flexibility around working hours can be negotiated.
- Funded by: Ag Eisteacht Foundation
- Salary scale: €51,570 - €53,677 - €55,789. A 10% pension contribution will be provided (to match a 5% contribution by the employee). The successful candidate will be placed on the scale in accordance with experience.

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 resourced with the self-awareness, skills and support to enhance and build their relational capability. Relationships in Practice puts relationship-centred practice at the heart of all work with children, parents, families and older people.

The relationships we have with those we work with has the potential to be as impactful as the intervention and/or treatment itself. This programme creates space and time to consider this belief, explore the evidence and action ways of incorporating this into everyday practice.

The four strands of the programme are Training, Collaborations, Advocacy and Research/Evaluation. See www.relationshipsinpractice.ie.

The Philosophy & Ethos of Relationships in Practice

The Relationships in Practice programme is built on the strong evidence that quality relationships across health, education and social care not only matter but impact positively on the lives of frontline workers and those they provide services to. It seeks opportunities to build relationships and collaborate with local and national practitioners and organisations who are open to strengthening the core principles of relationship-centred work.

The programme believes that providing reflective spaces in which to make sense of our work supports the potential for enhanced human service organisations. Training frontline practitioners to think about relationships, and equipping them with relevant skills, knowledge and insights that enhance relationship quality, is a fundamental focus of this programme.

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 well-being.

Training

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.

<https://relationshipspractice.ie/training/>

Advocacy

Relationships are a key social determinant of health and wellbeing so we do everything we can to advocate for quality relationships in practice. Our advocacy work, events and communications programmes are strategic and evidence-based to highlight the benefits of taking a relationship-centred approach in frontline practice.

<https://relationshipspractice.ie/advocacy/>

Collaborations

We welcome opportunities to work with like-minded organisations with shared values and an interest in relationships in frontline practice.

<https://relationshipspractice.ie/collaboration/>

Evaluation

We continuously monitor and evaluate our training through qualitative and quantitative feedback to ensure best practice and better outcomes for all.

<https://relationshipspractice.ie/evaluation/>

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 programme coordination, course development and networking.

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:

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

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 - 3-hour modules
 - Schools Workshops – 2.5 hour modules
 - Transition Workshops
- Identifying organisations and target sectors to build relationships with, network and understand their current needs and tailor training accordingly

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 a 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.
- Oversee the piloting, use and evaluation of the 'Workplace Relationship Scale'
- Overseeing the writing of at least one academic paper per year.

Other

- Liaising with and supporting a Programme Advisory Group (to be established)
- 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

*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.

We are looking for someone ideally with:

- a minimum of seven 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
- Demonstrable 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 people from all backgrounds in a manner which is warm, respectful, and trustworthy and embraces /values diversity.
- 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

