



## Youth Services Manager

### Cloyne Diocesan Youth Services

<b>Title of Post:</b>	Youth Services Manager
<b>Location:</b>	While the role is based in Mallow, we are open to considering other CDYS locations.
<b>Reports to:</b>	CEO / Line Manager
<b>Main Purpose of the Role</b>	<p>The Youth Services Manager is responsible for the strategic leadership, operational management, and continuous development of quality interventions and projects to support young people across CDYS UBU Projects, Global Youth Work, Cork Creates and UP Cork youth projects.</p> <p>The role oversees a portfolio of eight projects, ensuring they are delivered effectively, meet organisational objectives, and respond to the needs of young people in line with best practice and national policy frameworks.</p>
<b>Essential Qualifications / Experience:</b>	<ul style="list-style-type: none"> <li>• Minimum Level 8 Degree in youth work / community development/ social care/ social work or related field.</li> <li>• Will have at least 3 years’ experience in managing staff, ideally in a dedicated youth and/or community services/family support services.</li> <li>• Demonstrable evidence of case management experience and working creatively in partnership with statutory and community organisations.</li> <li>• Experience of managing, motivating and supporting a team.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Postgraduate qualification in a relevant discipline. Experience in multi-site service delivery.</li> <li>• Experience in funding applications, compliance and reporting.</li> </ul>

## **Job Summary**

The Youth Services Manager provides strategic and operational leadership across a portfolio of youth projects, ensuring high-quality, safe, and impactful services for young people. The role oversees staff, performance, and partnerships while driving service development in line with organisational goals and national policy.

## **Key Responsibilities**

### **1. Strategic Leadership & Service Development**

- Lead the planning, development, and implementation of youth services in line with the organisation's strategic plan.
- Ensure services align with national youth policy frameworks and relevant funding requirements.
- Identify emerging needs and opportunities to expand or enhance services for young people.
- Contribute to organisational strategy and senior management decision-making.

### **2. Programme & Project Oversight**

- Provide oversight and support to eight youth projects, ensuring high-quality, consistent service delivery.
- Monitor project performance against agreed targets, outcomes, and budgets.
- Ensure compliance with funding agreements, governance standards, and regulatory requirements.
- Support the development of project plans, evaluation frameworks, and impact reporting.

### **3. Staff Management & Development**

- Line manage and support Project Leads/Coordinators, fostering a culture of accountability, collaboration, and continuous improvement.
- Oversee recruitment, supervision, and performance management processes.
- Identify training and professional development needs and ensure staff are supported accordingly.
- Promote staff wellbeing and a positive working environment.

### **4. Safeguarding & Quality Assurance**

- Ensure all services operate in line with safeguarding standards and child protection legislation, including Children First Act 2015.
- Maintain robust quality assurance systems and ensure adherence to best practice in youth work.
- Oversee risk management processes across all projects.

### **5. Partnerships & Stakeholder Engagement**

- Build and maintain strong relationships with key stakeholders, including funders, statutory agencies, and community partners.
- Represent the organisation in external forums, networks, and meetings.
- Collaborate with organisations such as Tusla, schools, and local community groups.

## 6. Financial & Resource Management

- Oversee project budgets in collaboration with finance staff, ensuring effective use of resources.
- Monitor expenditure and ensure financial accountability across all projects.
- Contribute to funding applications, reporting, and sustainability planning.

## 7. Monitoring, Evaluation & Reporting

- Ensure robust systems for data collection, monitoring, and evaluation across all services.
- Prepare internal and external reports demonstrating outcomes and impact.
- Use evidence and feedback to inform service improvements.

## Core Competencies

**Strategic Thinking and Leadership:** Ability to set a clear vision for youth services and align multiple projects to organisational goals, ensuring long-term impact. Leads with confidence, guiding teams through change while maintaining focus on quality and outcomes for young people.

**People Management and Team Development:** Effectively supports, motivates, and develops staff, fostering a positive and inclusive team culture. Provides clear direction, supervision, and opportunities for professional growth across all project teams.

**Decision-Making and Problem-Solving:** Makes informed, timely decisions by analysing information, assessing risks, and considering the needs of young people and stakeholders. Responds proactively to challenges, identifying practical and sustainable solutions.

**Communication and Influencing:** Communicates clearly and persuasively with a wide range of audiences, from staff and young people to funders and external partners. Builds strong relationships and advocates effectively for youth services.

**Accountability and Governance:** Ensures all services operate to high standards of compliance, transparency, and ethical practice. Takes responsibility for performance, safeguarding, and adherence to organisational and regulatory requirements.

**Innovation and Service Improvement:** Continuously seeks opportunities to enhance services through new ideas, evidence-based approaches, and feedback from young people. Drives improvements that increase effectiveness, accessibility, and impact.

**Communication & Interpersonal Skills:** Conveying information clearly in both oral and written form, effectively communicating one's views by negotiating and influencing others at all levels.

**Resilience:** Demonstrating the confidence and ability necessary to cope with challenging situations.

**Health**

A candidate for and any person holding office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

**Character**

Each candidate for and any person holding the office must be of good character.

**Other**

Car Owner with full clean driver's license.

**Requirements of all CDYS Staff:**

- Commitment to the purpose and values of CDYS and to work within the values, policies and procedures of the organisation and in the context of current legislation and regulations.
- Uphold quality standards of integrity and professionalism.
- To report any area of concern to your line manager in a timely fashion.
- To show flexibility in relation to hours of attendance to meeting the need of the work.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.
- Identify training needs through your supervision and participate in training opportunities appropriate to the role.
- To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to your line manager or Health & Safety representative.
- To undertake other duties as may be requested by the line manager from time to time.
- To undertake your work in a manner that is friendly, flexible and professional.

**Terms & Conditions of Employment**

<b>Tenure</b>	Permanent, subject to completion of probation period.
<b>Working Hours</b>	30 hours per week/ 4 days per week
<b>Remuneration</b>	€50,414 pro rata 5% Employer Pension Contribution
<b>Other</b>	Own car required and full clean driving licence

**Application**

Application for the position must be made by submitting a letter of application outlining your qualifications and experience as relevant to the role and a copy of your CV by email to

[reception@cdys.ie](mailto:reception@cdys.ie)

**Deadline for applications 12 noon 1<sup>st</sup> May 2026**