

SECTION B – Information on Functions & Services Provided to the Public

Western Care Association provides services and supports to children and adults with intellectual disability and or autism across Co. Mayo. Since establishment in 1966 we have been to the forefront in developing community based services for people with intellectual disability and /or autism.

An outline of our functions and services are outlined below.

- **Child & Family Services**
- **Adult Services**
- **Community /Support Services**
- **Financial Services**
- **Training**
- **Human Resources Department**
- **Organisation /Administration Services**
- **Volunteering**
- **Fundraising & Development**
- **Special Schools**
- **Location of Services**

Respite Services for Children with Intellectual Disability

Our Children's Respite Services are based on the following values and principles:

- Working in partnership with families.
- Person and family centred
- Understanding and respecting your personal priorities.
- Facilitating your child to learn, build relationships.
- Have clear goals, and that systematic and regular review ensures achievement of those goals.
- Assisting you to achieve success for your child based on your priorities, one step at a time.
- Are age appropriate and appropriate to the specific needs of the child.
- Work with families to enable your child to have the best possible health.

Respite Services for Children

Respite, short break care gives children an opportunity to have fun, share experiences and socialize outside of their home life. It gives the child's family a break from the responsibility of full time care, and to have a rest from the daily challenges of caring, by having the child stay away from home for a short period. Some families want short breaks -a few hours from time to time, while others need overnight stays or support for their child during school and summer holidays.

Respite options can include:

- Availing of a centre based facility. These are typical homes in local estates or communities.
- Home Share – where a child (or adult) spends time with another family (host family)
- Home Support Service - where support is provided to a child in their own home.

Respite options are usually initially discussed through the family's social worker or keyworker and a process of referral to Western Care for these services can be initiated.

Summer Supports

Each Summer children avail of local summer camps in their own community and Western Care endeavor to provide staff support to facilitate the child to enjoy opportunities and activities alongside their non-disabled peers.

Some children are provided with Summer support for a number of hours over a period of weeks in the Summer holidays and can enjoy individualized activities appropriate to their specific needs. They allow children to have meaningful and positive experiences and opportunities, whilst affording the family a break.

Contact & Address Details

Regional Services Manager for Children and Home Share Co-ordinator
Western Care Association
John Moore Road
Castlebar
Co. Mayo.

Telephone: 094-9025133

Email: info@westerncare.com

Children's Disability Network Team Services (0-18 years)

All other services for children including multi-disciplinary supports, are provided through Children's Disability Network Team Services. These teams provide services for all children with significant needs who require a team approach.

North Mayo Children's Disability Network Team 1

HSE North Mayo Children's Centre
The Newman Institute – First Floor,
Cathedral Road,
Ballina, Co. Mayo

[Telephone: 096 954 20](tel:09695420)

South Mayo Children's Disability Network Team 2

2 Safari Club,
N5 Business Park,
Moneen,
Castlebar, Co. Mayo

[Telephone: 094 906 0234](tel:0949060234)

West Mayo Children's Disability Network Team 3

Safari Club
Unit 12,
N5 Business Park,
Moneen,
Castlebar,
Co. Mayo

[Telephone: 094 906 0234](tel:0949060234)

Adult Services

ADULT DAY AND RESIDENTIAL SERVICES

GENERAL DESCRIPTION

In fulfilling our Mission Statement, Western Care Association provides a comprehensive range of services to adults with an Intellectual Disability in Co. Mayo, in order to empower them to live full and satisfied lives as equal citizens.

These services strive to be innovative in the way that they respond to the individual needs of people using services. They aim to elicit a person's needs across a broad spectrum, including training, social, leisure, employment and residential needs. Adult services put in place the correct level of support to facilitate the individual in meeting those needs.

This service provision includes the input of a variety of community disciplines, in conjunction with the person receiving a service, their family, community agencies and other service providers. Western Care Association's services are located throughout County Mayo to enable each person have a localised service.

SERVICES PROVIDED

(a) A Place to Live

The Association provides a number of models of lifestyle supports. One example is the group home model, where staff are present at all times with the people in order to provide the level of care they need, to support leisure and recreation activities and to facilitate integration in the local community.

Another model used is where people are more independent but need the support of a staff at certain times. This may mean a staff coming to the house for those times or the house being near a group home.

Some people are also supported in living independently in the community. Such support may be connected to social interaction, leisure activities and money management.

The purpose of all these services is to support the individual to live as independently as possible, with the necessary level of support from the Association.

(b) Respite Services

Western Care Association offers respite services throughout the county. This service is designed to give service users and families, a break. Such services allow an individual to use a group home for a short period of time. This opportunity supports the person to develop their social activities, to learn some new skills in a different location and to experience the opportunity to live away from the family home.

Respite can also be availed of through home-sharing arrangements, where the person would spend time in other people's homes for a short time.

(c) Day/Resource Centre

These services offer a variety of supports based on the needs of the people using them. With a strong focus on community integration they offer:

- Training opportunities across a range of skills for individuals. This training can be offered both within the centre and using community-based facilities.
- Personal enhancement including such important aspects as advocacy and person development.
- The opportunity to experience a range of options in the world of work.
- Leisure and recreation programmes.

(d) Supported Employment

Western Care Association has developed supports to adults with an Intellectual Disability in the world of work. This support incorporates training, coaching, monitoring and social support. The level of support is determined by the needs of the person. Many of these initiatives are developed in partnership with local employers.

This service is provided through the day services/community facilitation services in Ballina, Crossmolina, Belmullet, Foxford, Kiltimagh, Ballyhaunis, Westport, Newport, Ballinrobe and Castlebar. The role of the job coach is to support the adult to gain meaningful paid employment in the community. The supports include work analysis, job matching, on the job training, social skills training and any other support as is deemed necessary for the individual adult to continue in their employment.

Western Care are also involved in a partnership with other agencies throughout the county under Department of Social Protection and through funding from the Department of Enterprise, Trade & Employment. This is called Employability Mayo.

The criteria for being referred for this project are: -

- Need to be registered with Department of Social Protection.
- Minimum wage requirement.
- Individual has to work a minimum of 8 hours a week.
- Duration of service 18 months.

(e) Outreach Services

The Association aims to individualise the service to the needs of the person. Those people who do not need or want to avail of a day centre service, may use support in an employment setting, in leisure and recreation and in social integration. This service involves a support worker spending time with the individual in order to support them.

(f) Volunteers and Natural Supports

The participation of members of the local community in the activities of each service is welcomed and promoted.

Families are involved at many levels in services through:

- Direct contact with services that visit their homes.
- Regular contact with day and residential services.
- Formal contact through meetings and discussions about how services can best support them.
- Informal contact through staff they know very well to discuss their concerns and issues as they arise.

- The organisation values and relies on family input in forging a future for people with disabilities in Co. Mayo.

Contact & Address Details

Area Manager for the North

Behy Road
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Co. Mayo

Telephone: (096) 9025133
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Area Manager for the Central

John Moore Road
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Co. Mayo

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E-mail: info@westerncare.com

Area Manager for the West

John Moore Road
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Co. Mayo

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Area Manager for the Central/North

John Moore Road
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INDIVIDUALISED SERVICES FOR ADULTS

GENERAL DESCRIPTION

Some people are supported to live in individualised arrangements in the community. Support is structured in a way to enable each person engage in valued roles in their own.

Individualised supports are defined as an array of supports, services and resources that are person centred, based on the unique interests of the person, afford the person as much control over their supports as they desire, and are adaptable as the person's life changes. This means that supports are created around an individual's distinct vision for their life rather than created around a facility or funding stream.

Contact & Address Details

Head of Individualised Services

Western Care Association
John Moore Road
Castlebar
Co. Mayo.

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Community /Support Services

SOCIAL WORK DEPARTMENT

GENERAL DESCRIPTION

Social Work is a confidential family focused and person centred service available to children and adults with an Intellectual Disability and their families. The Social Work Department has its Social Workers based throughout Co. Mayo to offer a localised and easily accessible service. The Social Worker supports children, adults and families concentrating on the difficulties that arise for a person with an Intellectual Disability and the challenges that this brings to them and their families.

The needs of individuals and families are assessed in the supportive professional approach addressing the concerns of the individuals with intellectual disabilities and their families at any given time. The service is delivered through the provision of a home based approach or within Western Care Association offices. The focus of the Social Work Department is to enable people to address the difficulties as they arise through the use of 1:1 counselling, family counselling, group counselling, group supports, networking, and other appropriate interventions as required.

The role of the Social Worker is to respond to the emerging needs of the individual and their family (where appropriate) in a planned coordinated approach focusing on the particular areas of self-esteem, self-confidence, independence, individual rights and entitlements. The Social Work Department operates as part of a community based multi-disciplinary team put in place to support and respond to the needs of individuals with an Intellectual Disability and their families.

SERVICES PROVIDED

Within the Social Work Department, Social Workers are assigned to the following developing areas.

Children's Services

The aim of the Social Work Department is to support children and their families through the presenting issues and challenges that face them. Particular attention is given to the area of inclusion and participation in society. Concerns and blockages to this are addressed and anticipated where possible jointly by the family, child and Social Worker. The emphasis of the services is to support children locally ensuring outcomes for children and their families

Adult Services

The Social Work Department aims to support adults living in independent or semi-independent settings either with their families, relatives, family placements, shared housing or sole living

arrangements. The Social Work Department aims to support individuals throughout all stages of their lives by addressing the presenting needs and issues through individual casework, group work (parent groups, peer groups, sibling groups, support groups) and community work. The emphasis of the service is to enable adults to participate, contribute and live in the community focusing on outcomes for each individual.

Adult Safeguarding and Protection

Where issues of concern around abuse arises for children and adults with an Intellectual Disability the Social Work Department respond in accordance with the relevant national policies and legal requirement (National Policy for Safeguarding Vulnerable Adults and Children's First) and the Associations guidelines for protection and welfare of children and adults with an Intellectual Disability. The role and responsibility of the Designated Person is undertaken by the Principal Social Worker within Western Care Association.

The Designated person is responsible for acting as:-

- A source of advice on child and adult protection matters.
- For coordinated action within the organisation
- For liaising with the Safeguarding Team, Tusla, HSE, Garda and other agencies around suspected or actual cases of child and adult abuses.

Family Support Services

The Social Work Department have responsibility for the recruitment support, training and management of the family support workers. The family support workers are engaged to work in the following defined areas:-

- To support Service Users and their families who require this facility in order to alleviate difficulties and pressures involved in caring for an individual with an Intellectual Disability in their home.
- To support children in availing of pre-school opportunities.
- To support children and adults to avail of community opportunities.
- To support adults with an Intellectual Disability who are living in independent situations.

Home Share Services

The Social Work Department have the responsibility of the recruitment, assessment, training and support of home sharing service providers. Home share is a service where families, partners, and individuals offer opportunities to children and adults with an Intellectual Disability to reside with them over a defined period of time. The Home Sharing service provision is offered in the following context. Planned breaks as required and offered on a respite situation this service is available to both children and adults.

The provision of permanent consistent home sharing opportunities so that individuals can experience continuity and reliability in their chosen living all this arrangement option although this arrangement is a permanent long term one it is reviewed on annual basis by both the service users and the home share provider.

- To offer a crisis response in situations where this is applicable or possible.
- To offer holiday breaks during Christmas, summer and Easter in a planned way.

Community Facilitation

The Community Facilitation service is there to provide support to adults with an Intellectual Disability residing in the community focusing on their living, working and social priorities. This service enables and supports individuals to connect with natural network and support systems in their immediate community. The community facilitators work towards achieving outcomes from agreed intervention plans under the guidance of the principle social worker.

ACCESS TO SOCIAL WORK SERVICES

The Social Work Department operates a duty system between 9.00 a.m. – 5.00 p.m. Monday to Friday at Western Care Association Offices.

Contact & Address Details

Principal Social Worker
Western Care Association
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Castlebar
Co. Mayo.

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PSYCHOLOGY DEPARTMENT

GENERAL DESCRIPTION

The Psychology Department in Western Care Association believes that people with intellectual disabilities and /or Autism Spectrum Disorder have the right to participate and be included as full and valued members in all aspects of community life. Everything we do is measured against this guiding principle.

We endeavor to provide a range of high quality psychological assessment and intervention services to individuals with intellectual disabilities and/or Autism Spectrum Disorder.

The Department employs innovative strategies based on best practice. Services are provided in partnership with families, advocates, fellow staff members and a range of community groups and other agencies.

Psychologists work as members of multi-disciplinary teams, including front-line staff, management, Speech and Language Therapists, Occupational Therapists, Physiotherapists, Support Workers etc. and these teams work across the age span from early intervention through

to adult services. Inputs are provided directly to service users and families, as well as indirectly in conjunction with families, teachers and other staff members. Direct working will usually involve Psychological Assessment, behavioural assessment, and intervention based on individual need.

Supports

Supports are provided based on individual needs and include but are not limited to:

- Cognitive assessment
- Behavioural Assessment and intervention
- Counselling
- Family/sibling support
- Support around Sexuality and Relationships
- Training for parents, staff and others

Contact & Address Details

Head of Psychology
Western Care Association
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SPEECH & LANGUAGE THERAPY DEPARTMENT

GENERAL DESCRIPTION

The Speech and Language Therapy service to adults in Western Care is delivered through a person centred approach which is keeping with the values and principles of the Association.

Service users are encouraged to use any means and every means to communicate and staff are supported to be aware of the individuals preferred means of communication. This may differ in different situations. This approach is known as "Total Communication". Total Communication is not a method but a philosophy, which aims to maximise communication within all aspects of the service user's life. This support is given through training, consultancy and multi-disciplinary working in respect to the individual.

The Speech and Language Therapist, for adults in Western Care assesses the communication level of the individual and together with the service user, family members, other staff members, and professionals, seek to support the adult service users to become more independent, to make choices and to be a valued and equal member of their community

Assessment can include a range of formal or informal methods which takes into consideration;-

1. The service users level of understanding communication modalities and ability.
2. Environment - which considers:-

- a. The barriers and opportunities for communication in any area of the service users life
- b. The carer's interpersonal style and understanding of the service users.
- c. The resources available within the environment.

The assessment is carried out with relevant information about the service user provided by family and staff members involved with the service users.

The Speech and Language Therapists working with adults, are also involved, through the Assistive Technology Group in the Association, in supporting service users to understand the spoken and written word by the production of "Easy Read" material. "Easy Read" material, is produced to the needs of the individual, by using pictures and images that are easier to understand and reducing the narrative to its simplest form without losing meaning.

Contact & Address Details

Speech & Language Therapy Manager
Western Care Association
John Moore Road, Castlebar
Co. Mayo

Telephone: (094) 9025133
E-mail: info@westerncare.com

PHYSIOTHERAPY DEPARTMENT

GENERAL DESCRIPTION

Physiotherapy provides services to individuals to develop, maintain and restore maximum movement and functional ability throughout the lifespan. This includes providing services in circumstances where movement and function are threatened by disorders, diseases, conditions, pain, injury, ageing, or environmental factors. Functional movement is central to what it means to be healthy.

Physical therapy is concerned with identifying and maximizing quality of life and movement potential within the spheres of promotion, prevention, treatment/intervention, habilitation and rehabilitation. This encompasses physical, psychological, emotional, and social wellbeing. Physical therapy involves the interaction between the physical therapist, patients/clients, other health professionals, families, care givers and communities in a process where movement potential is assessed and goals are agreed upon, using knowledge and skills unique to physiotherapists.

Contact & Address Details

Senior Physiotherapist
Western Care Association
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Castlebar
Co. Mayo.

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OCCUPATIONAL THERAPY DEPARTMENT

GENERAL DESCRIPTION

Occupational Therapy is the use of purposeful occupation to promote and restore health and wellbeing. Purposeful occupations include the activities, tasks and roles that are meaningful to the person, and the Occupational Therapist uses these to enable the individual to attain their maximum level of function and independence in all aspects of daily living. Occupational Therapy can include the use of occupations as a therapeutic approach, education and training approaches, specific treatment approaches, environmental modification and adaptation and the use of adaptive equipment.

SERVICES PROVIDED

Occupational Therapy provides a holistic, person-centered approach to assessment, intervention and evaluation.

The Occupational Therapist works in a variety of settings to include family homes, playschool, primary school, residential, respite and day services.

Western Care Association employs two Senior Occupational Therapists, one for Children's Services and one for Adult services.

Contact & Address Details

Occupational Therapy Department
Western Care Association
John Moore Road,
Castlebar
Co. Mayo

Telephone: (094) 9025133
Email: info@westerncare.com

Financial Services

GENERAL DESCRIPTION

The Financial Services of Western Care Association are managed by the Director of Finance. The purpose of the Finance Department is to provide high quality services through skilled and motivated staff within the budget provided, in support of the Association's aims and objectives.

This includes:

- Providing financial advice to the Executive Director, Finance and Audit Committee, the Board of Directors and Staff
- Preparing and monitoring of annual budgets

- Developing and implementing accounting standards, policies, systems and practices
- Paying funds for payroll, pension scheme, goods and services
- Preparing annual accounts
- Maintaining accounts, records and vouchers for audit
- Recording and safeguarding the Association's assets
- Securing income of the Association
- Cash flow management
- Staff management and development
- Providing a general routine maintenance and repair to all group homes and centres, through direct staff and contract arrangements where appropriate
- Providing a centralised purchasing function

SERVICES PROVIDED

(a) Accounts

- The Accounts Department processes payments for creditors, telephone/ E.S.B. accounts and petty cash accounts etc.
- Processing of Purchase Requisitions and placing of Purchase Orders.
- Monitoring of tenders and quotations.

(b) Wages

Wages Department is responsible for payment of salaries/ wages/ pensions, processing travel expenses, accounting for statutory and non-statutory deductions, issue of P60s and P45s etc.

(c) Maintenance

The Maintenance Department provides a general routine maintenance and repair service to all group homes and centres through direct staff and contract arrangements where appropriate.

CONTACT DETAILS & ADDRESS

Director of Finance & Corporate Services
 Western Care Association,
 John Moore Road,
 Castlebar,
 Co. Mayo

Telephone: (094) 90 25133
 Email: info@westerncare.com

Training Services

GENERAL DESCRIPTION

The Training Department supports the development of organisational practice and learning in pursuit of person/family centered services so that people's priority outcomes are met. We

promote Person/Family Centered practice for people using Association services through the development of staff awareness, knowledge and skills using a variety of training, learning and facilitation supports. The department has an organisational learning function which facilitates the use of evidence based approaches for designing responsive services and promoting innovative models of support.

SERVICES PROVIDED

The Department provides administrative and logistical support to the programme of formal training and manages the training database and reporting process. Staff training is provided in Basic skills (Assurances), Specialised skills (Enhancements) including longitudinal Training programmes.

Basic Skills Training (Assurances)

Basic skills' training includes a practical knowledge of putting the values of Person /Family Centeredness into practice using the methodology of Personal Outcomes . Training in the development and implementation of Person Centered Planning is a foundation skill for direct services staff, clinicians and managers.

Basic skills' training also includes training that addresses the area of Assurances which is the foundation level within the Personal Outcome measures system. This training is focussed on enabling staff to put organisational policies and procedures into practice to assure the Rights, Health, Safety and Welfare of people using Association services. These basic skills events include first aid training, fire safety and prevention, protection of the person's welfare/preventing and addressing abuse, minimal handling, stesolid administration, managing diabetes, additional specialist training for people with specific medical conditions, managing challenging behaviours and basic I.T. skills. Training in these foundation areas aims to ensure that the value of individualised approaches is safeguarded and that staff cultivate an awareness of the requirements to balance safety issues with the protection of the person's rights.

Specialised Skills Training (Enhancements)

Specialised skills refer to more advanced learning in specific topics, or skills that may have particular relevance to a specific area of expertise or profession. Specialised skill development in direct services is connected to Outcomes for people receiving supports. For organisational support services such as Human Resources or I.T. services, the training is aligned to organisational priorities which are informed by the priorities of service users and identified through organisational planning processes.

Strategic organisational priorities are supported through this type of training. For example significant training in support of the outcome ' People Chose Work ' has been provided on the basis of the expressed priorities of service users. This training includes both training in Supported Employment and Systematic Instruction. Significant levels of training are also provided in the area of understanding the value of 'right relationships' and designing innovative approaches to living arrangements. This training initiative is also provided in response to the expressed priorities of service users.

Specialised areas include training in communication, Lamh signing, Irish Sign Language, the Derbyshire and Hannan communication approaches. Additional areas include autism, assistive technologies, behavioural strategies, clinical training for professionals, early intervention

approaches, Parents Plus, Investigative training, suicide prevention, mental health, continuing professional development courses and higher order computer skills. Attendance at seminars, conferences and networking events is also supported. Specialised skills training may also include items which have specific relevance to particular outcomes for individuals or addresses people who present with complex challenges through bespoke training for the persons support network.

Building Internal Training Capacities

The Evaluation and Training Department is committed to building internal organisational learning capacity and promotes the development of internal staff trainers across a range of topics and areas. This includes a number of Train the Trainer programmes for organisational staff. Currently Western Care staff provide the following range of training events directly within the association,, Protection and Welfare/Abuse Prevention, Understanding and Managing Challenging Behaviour, Minimal Handling, Stesolid Administration, Safe Administration of Medication, specific Communication Strategies ,Supported Employment and Systematic Instruction. The use of a wide range of internal staff trainers reflects the association's commitment to the development of our staff and to continually expanding our learning potential.

Supporting Projects and Innovations

Department members are represented on Association committees and on a range of working groups including The Rights Review Committee, The Safety in all Environments Group and The Assistive Technology Project.

Contact & Address Details

Training Department
Western Care Association
John Moore Road
Castlebar
Co. Mayo

Telephone: (094) 9025133

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Human Resource Department

GENERAL DESCRIPTION

The Human Resources Department is responsible for Recruitment, Retention and all matters concerning Employee Relations in the Association. It provides support to managers in relation to the day to day management and support of employees and engages with employees in relation to various queries. The focus is working in partnership with staff and management to provide quality supports and services.

SERVICES PROVIDED

- The Department is involved in all aspects of work relating to the recruitment, employment and retention of staff in the Association.

- Recruitment – includes setting out the posts, advertising, providing relevant information to potential applicants, interviewing and appointment of employees.
- Ensuring the Association implements statute legislation relating to employment and that it acts in compliance with all statutory legislation.
- Ensuring the Association promotes equality and opportunity in the area of recruitment and in all its dealings with employees.
- Develop and implement Human Resources Policies and Procedures in the Association.
- Management and co-ordination of the Department of Social Protection Community Employment Scheme.
- Negotiations with the recognised Unions on behalf of the Association in relation to staff issues.
- Advocating and representing Western Care Association at national level in relation to employee rights and entitlements.
- Development and maintenance of a comprehensive computerised HR system to support managers with the day to day management of staff.
- To produce, co-ordinate and monitor data relating to Human Resource Planning and information.
- Engage with Wages and Salaries to ensure appropriate information is provided to ensure staff is paid correctly and in a timely manner.
- Record and maintain attendance records for all staff in the Association.
- Manage the sick leave records and employees entitlements to same.
- Manage and ensure adequate insurance cover for all the Association's properties, staff and service users. Processing of all insurance claims.

Contact and Address Details

Director of Human Resources

Western Care Association

John Moore Road

Castlebar

Co. Mayo.

Tel: 094 9025133

Email: info@westerncare.com

Organisation /Administration Services

GENERAL DESCRIPTION

The Organisation and Administration Team comprises of a number of teams and exists to provide daily high quality administrative services through skilled and motivated staff within the budget provided, in support of the Association's aims and objectives. The Team consists of the following teams:

- Personnel
- Accounts
- Wages & Salaries
- Transport
- Maintenance
- Administration /Reception /Switchboard

- F.O.I. /Data Protection /Records Management
- Health & Safety
- Information Technology
- Head Office Facility

(a) Personnel

- The recruitment and employment of staff
- Staff entitlements and benefits, i.e. annual leave, sick pay scheme etc.
- The processing of pay returns
- The co-ordination of FÁS Schemes
- Support the Management in carrying out personnel functions

(b) Accounts

This department consists of one manager and three staff. The role of this department is to;-

- Receipt and lodge income
- Process and pay creditor invoices, purchase on account and petty cash claims.
- Manage purchase requisition and purchase order process
- Pricing and monitoring of tenders and quotations
- Manage bank accounts and prepare bank reconciliations

(c) Wages & Salaries

This department consists of one manager and two staff. The role of this department is to;-

- Process payment of salaries/ wages/ travel expenses
- Accounting for statutory and non-statutory deductions
- Issuing of P60s and P45s etc.
- Compiling and submitting CSO data

(d) Transport

The Transport Department consists of one manager and a panel of permanent and temporary drivers. The department is responsible for the safe transportation of Service Users. The Transport Manager ensures that a daily transport service is provided for service users as required, and also monitors and co-ordinates drivers and the transport system.

(e) Maintenance

This department consists of one manager and a staff team. The Maintenance Department provides a general routine maintenance and repair service to all group homes and centres through direct staff and contract arrangements where appropriate.

(f) Administration/Reception/Switchboard

The Administration team provides day to day administration support to the various disciplines /teams and provides Reception and Switchboard services.

(g) Quality, Safety & Compliance/Data Protection /Records Management

The Quality, Safety and Compliance Department supports the quality and compliance agenda in the organisation. This involves strategic support on implementation of the HIQA regulations, New Directions, incident monitoring process and the corporate /service risk register process.

- Supporting Line Managers to meet their regulatory requirements, including correspondence with the HSE as required
- Implementing an effective policy and procedure management system to support staff and management of Day Services.
- Maintain a centralised register of compliance and quality measurement, with a focus on ensuring all actions are completed within the relevant timeframes.
- Supporting the development and implementation of quality improvements and initiatives to continuously improve the quality of service provided to service users.

Quality & Compliance Lead

The role incorporates the administration of the quality and compliance components of the overarching Quality and Safety Management System in line with best practice. This includes: to act as organisational lead and point of contact with regards to HSE national, regional and local requirements for New Directions.

- Supporting Line Managers to meet their regulatory requirements, including correspondence with the HSE as required.
- Coordination of an audit programme throughout day services in line with New Directions Policy, while also taking account of overall Organisation practices.
- Implementing an effective policy and procedure management system to support staff and management of Day Services.
- Maintaining a centralised register of compliance and quality measurement reports, with a focus on ensuring all actions are completed within the relevant timeframes.
- Supporting the development and implementation of quality improvements and initiatives to continuously improve the quality of service provided to service users.
- Working as part of the Quality, Compliance and Risk Team to support relevant Organisation initiatives.

Health & Safety

The Health and Safety Officer is responsible to promote, maintain and ensure health and safety standards across the Association. Duties include:

- The administration of the safety and risk components of the overarching Quality and Safety Management System in line with best practice in a person-centred model of service.
- Implementing effective health and safety systems to support staff of Western Care Association.
- Overseeing an incident management system which supports the line management system to consistently improve the quality and safety of service provided to service users.
- Supporting effective proactive and reactive risk management strategies.

- Presenting data and information from all data streams to enable analysis of the information to drive improvement across the organisation.
- Identification of appropriate education and training to staff to support their involvement in safety and risk systems, in partnership with the Training & Development function.
 - Regular fire drills /analyzing reports and ensuring appropriate action taken.
 - Monitoring of compliance with Environment Emergency Procedures.
 - Induction of new staff.
 - Liaison with external resources (fire trainers, etc.)
 - Keep abreast regarding statutory and other developments related to Health and Safety.

Support Assistant Quality and Compliance.

This role has specific responsibility for system administration of the quality and compliance information system ensuring the integrity of the data in the system.

- Support users of the quality and compliance system including producing training material and delivering training and ad hoc support
- Liaise with the Director of Operations, relevant day service and area managers to support the completion of HSE templates and reports.
- Represent the organisation on committees and report back from to meetings relevant to this role
- Single point of contact for HSE day service reporting requirements and support the collection and assimilation of data to meet reporting requirements.
- Support the various compliance audit process with responsibility for the Easitool process for day services.
- Provide administrative support to the Quality and Safety Department to support the implementation of the Association's quality and compliance framework
- Support the Compliance lead in the development and dissemination of policies and procedures and lead the administrative aspect of this process.
- To research, collect and collate data and statistics in preparing reports and submissions as assigned.
- To co-ordinate specific projects or research as required by the Quality, Safety and Compliance Manager and Quality and Compliance Lead

Data Protection /FOI/Records Management

Data Protection /FOI/Records Management Department has responsibility for the monitoring of internal compliance, inform and advise on data protection obligations. Deliver statutory functions in the processing of Freedom of Information requests. Oversee the organisation's records.

Main responsibilities include; -

- Monitoring and updating of the Association's Service User Database & the NASS database.
- Provide reports from the database.
- Creating and maintaining organisation databases to ensure quick retrieval of information.
- Manage the creation /maintenance /closing of Service User Main Files.
- Manage FOI requests.

- Manage administrative access requests for records.
- Manage Data Subject Access requests.
- Ensure compliance with all policies relevant to FOI, Data Protection legislation & GDPR regulation.

(h) Information Technology

The role of the IT team is to support the development and implementation of integrated systems throughout the Association in accordance with the Association's IT Strategy and timeline. The day to day management of the department includes;

- Delivery and management of I.T. infrastructure and associated systems within the assigned budget
- Manage relationships with suppliers /consultants to ensure they understand our expectations and deliver in accordance with our requirements
- Liaise with managers at all levels to deliver appropriate I.T. supports
- Provide continuous people management support to employees in the department.

(i) Head Office Facility

The Property & Facilities Manager is responsible for the day to day running of the Head Office facility. There is one full time caretaker /janitor and 3 part time cleaning staff involved. Main responsibilities include; -

- Ensure ongoing upkeep and maintenance of the building
- Ensure security of building and occupants (employees and visitors)
- Understand and respond to office /meeting room needs of various teams
- Ensure all employees in this team understand their role, responsibilities and the expectations of them. Provide regular feedback on performance and discuss development & training needs.

ACCESS TO ADMINISTRATION SERVICES

Western Care Association's Offices at John Moore Road, Castlebar, Co. Mayo are open from 9:15 a.m. – 5:00 p.m. Monday to Friday. A member of the public wishing to make a general inquiry may do so at reception and will be assisted by the receptionist or one of the staff members of the organisation who will advise them of the procedures to be followed.

Contact & Address Details

Head Office
 Western Care Association
 John Moore Road
 Castlebar
 Telephone: (094) 9025133
 E-mail: info@westerncare.com

Community Inclusion & Voluntary Networks

The Community Inclusion Coordinator supports and facilitates local services and individuals to connect and contribute to their own communities. This is done by facilitating inclusion projects and developing volunteer networks. It also includes working alongside other Community Groups in the County.

Benefits of Voluntary & Natural Supports:

- Develop existing and new relationships
- Increase Community Connections
- Promotes Independence and Growth
- Raises People's Status in local Communities and creates a Positive Image
- Exposed to a broader range of experiences from which to choose from
- Develops Social Roles
- Participation in local club, societies and groups
- Promotes Social Capital

Services Provided:

- Develop and Support Community partnerships.
- Support Service Planning on Inclusion
- Facilitate Inclusion workshops for individuals and staff teams.
- Community Awareness and Inclusion training for Community groups.
- Support individuals to access and contribute to their own community
- Manage Social Farming Project
- Coordinate all inclusion projects with GMIT
- Support Inclusion projects around the County.
- Recruit, place and develop Volunteer networks connected to Services.

Community Inclusion Work:

- Lead out and develop Community Partnerships and projects at strategic level in the county and represent the disability and inclusion agenda.
- Support and facilitate local services to connect and contribute to their own communities, including accessing mainstream resources available through other community organisations.

Core Principles:

- Focus on People as Active Citizens
- Each Person has a contribution to make to society.
- Everyone needs a sense of belonging based on shared interest.
- Good lives are built around relationships.
- Build inclusive societies that benefit everyone.

Community Inclusion through Volunteering

What Type of Volunteer Opportunities are there? Western Care invite volunteers in a whole range of different things. Depending on what you like and do, and how much time you have to give, there is usually something for everyone. Volunteers are matched to roles based on their interests, availability and what opportunities exist. This could include:

- Matching people's hobbies and interests together to form a basis for friendships to develop.
- Encouraging volunteers to use their skills to teach someone something new.
- Setting up/getting involved in local activities, to include people socially in their own communities.
- Inclusion in existing clubs and societies, e.g. local drama groups, art groups, choir, neighbourhood watch, card playing, etc.
- Organise events, e.g. Summer/Christmas Party, Days Out, etc.
- Corporate Volunteers: this is where companies get involved with either project work or can pledge volunteer hours from their staff team.
- We also advertise Volunteer Opportunities with the Mayo Volunteer Centre www.volunteermayo.ie

How do I get involved?

- You can contact the Community Inclusion Coordinator, Noreen McGarry, or your local Western Care Service for information and an Application Pack.

Volunteer Placements are subject to:

- Garda Vetting and Overseas Police Clearance (where applicable)
- 3 written references
- Completion of the Children's First Online Training

Contact & Address Details

Noreen McGarry
Community Inclusion Coordinator
Western Care Association
John Moore Road
Castlebar
Co Mayo
Telephone: 094 9029193
Mobile: 087 121 7726
Email: nmcgarry@westerncare.com

Fundraising & Development Department

GENERAL DESCRIPTION

The fundraising and development department of Western Care Association manages and supports:

- Fundraising projects, events or ideas that can arise from staff, from people outside the organisation, from the department itself, or from other sources.
- To develop and support the Community and Voluntary Sector of Western Care Association.
- Support the Branches and Regions to function efficiently.
- Build and develop strategic alliances and partnerships with a wide range of community groups, enabling Western Care Association to contribute to the development of the local community.

Compliance Statement

Commitment to Standards in Fundraising Practice

Western Care Association is fully committed to achieving the standards contained in the [Statement of Guiding Principles for Fundraising](#), which have been developed by the Irish Charities Tax Research Ltd (ICTR). We have formally discussed and adopted the statement at a meeting of our Board of Directors.

The statement exists to:

- Improve fundraising practice.
- Promote high levels of accountability and transparency by organisations fundraising from the public.
- Provide clarity and assurances to donors and prospective donors about the organisations they support.

Western Care Association have considered the statement, and believe that we meet the standards it sets out.

Western Care Association's report on our fundraising activities is available in our most recent [Annual Report](#).

Western Care Association welcome feedback from the public on our performance in relation to our fundraising practice, as set out in our Feedback & Complaints statement.

For more information about ICTR's Statement of Guiding Principles for Fundraising, see the Fundraising Principles section of the ICTR website, www.ictr.ie/content/fundraising-codes-practice.

Donor Charter

As a charity seeking donations from the public, Western Care Association is committed to and aims to comply with the Statement of Guiding Principles for Fundraising. Our pledge is to treat all of our donors with respect, honesty and openness. We commit to being accountable and transparent so that donors and prospective donors can have full confidence in Western Care Association. We commit that you under our Donor Charter will:

- Be provided with access to our most recent audited financial statements.
- Be assured that information about your donation is handled with respect and confidentiality.
- Be assured that donations will be acknowledged in an appropriate and timely fashion.
- Be assured that donations will be used for the purposes for which they were given, and in the best interests of those to whom we provide supports and services.
- Be informed of the identity of those sitting on Western Care Association's Board of Directors, and that those Directors will exercise prudent judgement in their responsibilities.
- Be provided with easy access to our procedure for giving feedback and making complaints in relation to donations and fundraising activities.

Feedback & Complaints in relation to Donations and Fundraising activities

Western Care Association is very grateful to the public and those that support us, financially and otherwise. We are committed to achieving the highest standards in fundraising practice, and we will listen and respond to the views of the public, members of the organisation and staff, and our supporters, so that we can continue to improve our practice. Western Care Association welcomes both positive and negative feedback in relation to our fundraising activities.

In relation to feedback and complaints, we aim to ensure that:

- It is as easy as possible to give feedback or make a complaint.
- We treat all complaints seriously.
- We attend to feedback and complaints in a responsive and speedy manner.
- We will respond with clear explanation, and any appropriate necessary action to deal with issues raised.

Complaints

In general, any person with an issue or concern around fundraising or donations should discuss this with the person they are dealing with in the organisation in the first instance. Most issues can be resolved informally in this way.

If you are dissatisfied with the response you receive, and feel that your complaint has not been resolved satisfactorily, you can refer your complaint to Una Owens, Director of Finance and Corporate Services, Western Care Association, John Moore Road, Castlebar, Co Mayo, info@westerncare.com, who will investigate your complaint fully and endeavour to resolve it.

Disclosure Statement

Western Care Association is open about whether those seeking donations on our behalf are volunteers or employees of Western Care Association. We do not use third party agents to fundraise on our behalf.

Anyone fundraising on behalf of Western Care Association must ensure that prospective donors are aware of their status, i.e. whether they are volunteers or employees of Western Care Association.

Clothing and Textile Recycling

You can recycle your unwanted clothes and textiles and at the same time support Western Care Association)

By recycling:

- you will divert textile waste form landfill
- your textiles will be processed here in Ireland
- your textiles will be 100% recycled
- your textiles will earn a significant donation to Western Care Association Services

Contact & Address Details

The Fundraising and Development Department
Western Care Association
John Moore Road
Castlebar
Co. Mayo

Telephone: 094-9029100
Email: info@westerncare.com

Special Schools

Western Care Association is patron of four special schools located in Castlebar and Ballina. The special schools are under the remit of the Department of Education and Skills and Boards of Management are in situ in all schools.

- St. Brid’s Special School, Castlebar Anthony McCormack, Chairperson
- St. Anthony’s Special School, Castlebar Joe Staunton, Chairperson
- St. Nicholas’ Special School, Ballina Oliver Rouse, Chairperson
- St. Dymphna’s Special School, Ballina John Gordon, Chairperson

Location of Services & Contact Details

List of Services & Contact Details for the Organisation		
Service Name	Area Manager	Contact Details of Area Manager

Mountain View Residential and Respite Services	Anne Chambers	Anne Chambers 094-9025133
Lakeside Residential Service	Anne Chambers	
Slieve Rua Residential & Respite Services	Anne Chambers	
Woodview Residential Service	Anne Chambers	
Westside Residential Services	Anne Chambers	
Newport Resource Centre	Anne Chambers	
Carrowbeg Day Service	Anne Chambers	
Crannmor Day Service	Anne Chambers	
Achill Day Service	Anne Chambers	
Pine Grove Residential Service	Declan Sweeney	Declan Sweeney 094-9025133
St. Rita's Residential Service	Declan Sweeney	
Abbey Respite & Residential Service	Declan Sweeney	
Acorn Residential Services	Declan Sweeney	
Mayfield Residential Service	Declan Sweeney	
Forest View Apartments	Declan Sweeney	
Barr an Chnoc Residential	Declan Sweeney	
Ballyhaunis Training Centre	Declan Sweeney	
Primrose Hill Day Service	Declan Sweeney	
St John's Day Service	Declan Sweeney	Noreen Meredith 094-9025133
Aras Aoibhinn Residential Service	Noreen Meredith	
Glade House Residential Service	Noreen Meredith	
Hill View Respite & Residential Services	Noreen Meredith	
Cois Fharriage Residential & Respite Services	Noreen Meredith	
Ridgepool Training Centre	Noreen Meredith	
Beehive Day Service	Noreen Meredith	
Scannan Day Service	Noreen Meredith	
Ballina Hub	Noreen Meredith	
Behy Road Day Service	Noreen Meredith	Anne Nally
Belmullet Training Centre	Noreen Meredith	
Individualised Services	Anne Nally	
Ait Ellie Residential Service	Anne Nally	

Hillfort View Residential Service	Anne Nally	Anne Nally 094-9025133
Newlands Residential Service	Anne Nally	
Woodlands Residential Service	Anne Nally	
Greenlands Residential Service	Anne Nally	
Rose Cottage Residential Service	Anne Nally	
Windmill View Residential Service	Anne Nally	
Bayview Residential Service	Anne Nally	
Lannagh View Residential Service	Mary Forkan	Mary Forkan 094-9025133
Cheile Creidim Respite Services	Mary Forkan	
Blath na hOige Residential Service	Mary Forkan	
St. Francis Residential Service	Mary Forkan	
Cois Locha Residential & Respite Service	Mary Forkan	
Cherry Blossom Residential Service	Mary Forkan	
Thomas Street	Mary Forkan	
Vocational Training Centre	Mary Forkan	
	Mary Forkan	Ciara Duggan 094-9025133
Ceol Na Abhainn Residential Service	Ciara Duggan	
Orchard Grove Residential Service	Ciara Duggan	
Abbeydeale Residential Services	Ciara Duggan	
The Acres Residential Service	Ciara Duggan	
Orchard Grove Residential Service	Ciara Duggan	
Abbeytown Residential Services	Ciara Duggan	
Count Me In	Ciara Duggan	
Bridge Day Service	Ciara Duggan	
Cluainin Training Centre	Ciara Duggan	
Cara Respite Service	Ruth Kneafsey	Ruth Kneafsey 094-9025133
St. Stephen's Respite Service	Ruth Kneafsey	

