

## **Pieta: Operations Manager – Cork** **(<https://www.activelink.ie/node/109142>)**



### **Operations Manager – Cork**

**Hours:** 35 hours per week - Monday to Friday, 9am-5pm

**Contract Type:** 1-year fixed term – Secondment from the HSE welcome

**Salary:** €65,000 - €70,000 per annum DOE

**Work Location:** Requirement to work between Cork & Tralee centres (Shanakiel, Sunday's Well, Cork T23 P865 & 28 Moyderwell Tralee V92 ADP1)

**Reporting to:** Regional Manager

**Principal Relationships:** Management teams

Pieta is one of the country's foremost providers of care to those who are impacted by suicidal ideation and self-harm and those bereaved by suicide. The charity provides a comprehensive range of prevention, intervention and postvention services through its network of services across the country and our 24/7 helpline. We also provide a Suicide Bereavement Liaison Service to those bereaved by suicide.

This role is primarily a leadership role with accountability for consistent and effective implementation of Pieta clinical services within the Cork City Centre and Pieta West Cork Outreach Service in Dunmanway & Pieta Tralee.

The Operations Manager will be supported by a full-time Psychotherapist and Assistant Service Manager. Our Cork & Tralee centre's employ over 30 part-time Psychotherapists, 7 part-time Centre Administrators and supports over 200 clients per week.

### **Responsibilities:**

- To provide leadership, management, good governance for the delivery of the Pieta strategic objectives in the Cork & Tralee centre's
- To implement a programme of work to support the development of the team and to promote and create a positive team culture
- To support, guide, develop and motivate the team to reach its full potential
- To liaise closely with the HSE and relevant stakeholders within your region
- To implement the goals and objectives of Pieta
- To actively promote effective working within the centre, by working in collaboration with other stakeholders
- To monitor the supervision of therapists and support staff, ensuring consistency in terms of quality and cost
- To forecast resources in line with budgets set and hold regular reviews or present a case for a forecast where necessary in light of increased demand for the service
- To ensure the centre is using technology to improve the effectiveness and efficiency of record keeping
- To work with each of the enabling support functions of Operations, I.T. Finance, Funding and Advocacy, Education and Training & Human Resources to ensure best practice be adopted and maintained within the centre under your management
- To ensure compliance with General Data Protection Regulation (GDPR) and (National Employment Rights Authority) with regular spot checks to ensure updated Garda vetting, insurance and accreditation certs for all relevant staff are in place within your centre
- To deal promptly with issues as they arise within agreed timeframes and provide feedback where appropriate
- To ensure that effective Governance, Quality, Client and staff safety procedures are in place

- To provide monthly reports as required within agreed formats and timeframes
- Model and lead the development and promotion of professional work that delivers positive outcomes for Pieta's clients
- Ensure effective day-to-day running of the service, ensuring waiting lists are kept within targets; staff are working within the framework of policies and best practice guidance available; and ensuring health and safety are maintained at all times

## Qualifications, Skills and Experience required:

- Essential - A third-level degree in a relevant Healthcare area
- Desirable- A third-level qualification in Healthcare Management/ Leadership/ Psychotherapy or Social Care
- Essential - Experience in a similar management role within a clinical setting, with a minimum of 5 years of management experience
- Excellent Communication, People Management & Interpersonal Skills
- Proficient in using Microsoft Office Suite
- Outgoing manner, able to establish relationships with a variety of people, and to be confident in presentation and communications
- Be interested in and demonstrate a belief and enthusiasm for the work of Pieta
- Experience with databases an advantage (e.g., Salesforce CRM)

## Employee Benefits:

- Education allowance of 90% of course fee with up to 10 days paid study leave over the course duration
- Attractive Leave entitlements
- Entitlement to 2 paid supervision (independent) sessions per month up to a maximum of €70 per session
- Occupational 5% pension scheme (Upon completion of probation period)
- Travel pass & bike to work schemes
- Employee Assistance Programme
- Supportive team environment with monthly in-house group supervision and Pieta Way training for all new starters

Please Note: Garda Vetting is required of the successful candidate

**Applications for the above should be made through our website or via email, attaching a cover letter outlining your location and particular suitability to the role with an updated C.V to [recruitment@pieta.ie](mailto:recruitment@pieta.ie) (<mailto:recruitment@pieta.ie>).**

**Closing Date: 8th July 2024**

*Pieta is an equal opportunities employer which means we do not discriminate based on age, race, colour, religion, ethnicity, national origin, sex, sexual orientation, or physical/mental disability. We are committed to a diverse and inclusive workplace for all. We offer additional support to those with additional requirements. Please let us know if you require support ahead of your interview.*

### Region

Cork & Tralee, Co Kerry

### Date Entered/Updated

24th Jun, 2024

### Expiry Date

8th Jul, 2024

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