

Head of Operations – Homecare for Disability and Elderly Care **(<https://www.activelink.ie/node/110444>)**

Permanent Head of Operations – Homecare for Disability and Elderly Care Midlands, Northern ROI, East & West

Job Opportunity: Permanent full time Head of Operations

Location: Midlands, Northern ROI, East & West

Salary: €70,000-€80,000 per annum

Reporting to: Director of Operations (HOO)

Location: Dedicated Geographic Territory

Overall Objective:

We are seeking a dynamic and results-driven **Head of Operations** to oversee the delivery of exceptional care in the community within your assigned region. This role is pivotal to our success, offering you the opportunity to lead, inspire, and grow a team of carers while driving business expansion and service excellence. The hours are flexible to meet the demands of your role, providing you with the autonomy to manage your territory effectively.

As the Area Manager, you will collaborate closely with the Management Team to ensure the safe, efficient, and profitable provision of care services. You will be the key point of contact for your team and service users, responsible for maintaining high standards of care and fostering strong relationships. Your role is central to the success of your region, encompassing growth, team development, and the continuous improvement of services.

Key Responsibilities:

- **Client Relationship Management:** Build and nurture strong relationships with clients, ensuring that all non-clinical issues are addressed promptly and professionally. You will be the go-to person for clients in your area, ensuring that their expectations are met and managed in line with our capabilities.
- **Quality & Compliance:** Oversee the completion of monthly quality commitments for clients (P1-P4) by coordinating with supervisors and the Clinical Nurse Manager. Ensure that all issues are documented and actioned within 24-48 hours, maintaining a focus on high standards of care.
- **Team Leadership & Supervision:** Lead, manage, and develop your team of Clinical Nurse Managers, Client Service Managers, and Supervisors to ensure outstanding service delivery. You will be responsible for ensuring that your team meets all performance targets and delivers care in line with HSE tender agreements.
- **Business Growth & Budget Management:** You will play a crucial role in expanding the business within your geographic area. This includes growing the number of care hours provided by adding new care packages, optimising resources, and driving profitability. Your ability to budget effectively and strategise for business growth will be key to your success.
- **Strategic Planning:** Collaborate with the Head of Services to identify gaps in service delivery, develop proactive action plans, and track progress using measurable metrics. You will also work to continuously enhance the scope and quality of services offered to clients.
- **Reporting & Accountability:** Produce comprehensive weekly and monthly management reports on performance and growth, keeping senior management informed of your area's progress. You will also be responsible for managing HSE reviews, escalations, and ensuring compliance with regulatory requirements.
- **Market Knowledge & Continuous Improvement:** Stay informed about changes and trends in the home care industry. Use your market knowledge to drive service improvements and business expansion. Be prepared to participate in events, publicity, and community engagement activities to promote our services.
- **Crisis Management:** Ensure the provision of on-call services in your area and manage emergency situations with efficiency and empathy. You will also assist in HR investigations and support senior management in communication strategies across the company.

Human Competence:

- Excellent written and verbal communication skills
- Strong team management experience, including rotas and on-call responsibilities
- A minimum of 4 years' experience in care delivery or a relevant industry in management
- Qualification or related in People Management
- Relevant Health Care Qualification
- Demonstrated ability to plan, organise, and prioritise workload effectively
- Full, clean driving licence and access to a vehicle with appropriate business insurance
- WFH opportunities with flexibility where possible

This is an exciting opportunity for a highly organised, business-savvy, and compassionate individual to make a significant impact on the lives of our clients while driving growth and excellence in their region. If you are ready to take on this challenge, we encourage you to apply and become a vital part of our leadership team.

If you are interested in this fantastic opportunity and would like to find out more, please contact Ciara, Senior Recruitment Consultant on [086-2006546 \(tel:0862006546\)](tel:0862006546) or email at [Credmond@frsrecruitment.com \(mailto:Credmond@frsrecruitment.com\)](mailto:Credmond@frsrecruitment.com)

Region

Midlands, Northern ROI, East & West

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26th Aug, 2024

Expiry Date

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