

Resilience Healthcare: Regional Support Co-ordinator (Mid West Region) (<https://www.activelink.ie/node/110667>)

Resilience Healthcare

Regional Support Co-ordinator (Mid West Region)

What is the position

The **Regional Support Co-ordinator** will provide high-level support to the Director of Services (Mid West Region). The **Regional Support Co-ordinator** will be responsible for managing a variety of operational and administrative tasks, including booking hotels and training venues, minute/note taking, coordinating the HIQA application process, and overseeing new service property openings.

Location: North Tipperary / Offaly (Mid West Region) (hybrid model)

Type of Contract: Full time permanent

Hours: 40 hours per week

About Resilience Healthcare

Our essence is to help build resilience in the people we support to bring the possible to life.

Resilience Healthcare is providing progressive Residential, Day and Outreach Services for people with Disabilities and Autism – Helping people to realise their potential. We're looking for passionate people to join our Permanent Team and build a future in rewarding work that truly changes lives. You'll enjoy a supportive environment that helps you realise your own potential, and with access to upskilling and best practice training you'll grow and develop your career.

Eligibility Criteria

- Proven experience in an administrative or operations role, preferably within the healthcare sector.
- Excellent organisational and multitasking abilities.
- Strong written and verbal communication skills.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Ability to work independently and manage time effectively.
- Knowledge of HIQA standards and application process (preferable).

Key Competencies

- Attention to detail: Ability to produce accurate and high-quality work.
- Problem solving: Strong analytical skills to address challenges and find effective solutions.
- Interpersonal skills: Ability to build and maintain positive relationships with diverse stakeholders.
- Flexibility: Adaptability to manage changing priorities and various tasks simultaneously.

Roles and Responsibilities

Project Co-ordination

- Coordinate the full HIQA (Health Information and Quality Authority) application processes.

- Provide administrative support and co-ordination on new service set-up.
- Report on the status of property projects to the Director of Services regularly.
- Manage and maintain the safeguarding database.

Registration and Compliance

- Manage the registration of new services.
- Handle the re-registration of existing services.
- Co-ordinate variations and ensure services are set up to be HIQA ready.
- Manage changes of PIC (Person in Charge) or adding a new PIC.

Administrative Support

- Provide high-level administrative assistance to the Director of Service.
- Manage the Director of Service's diary, scheduling appointments, and coordinating meetings.
- Gather data and collate information to create reports for the Director of Services.
- Management of annual leave requisitions from the Director of Service's management team.

Meeting Co-ordination

- Attend meetings as required, taking accurate minutes and ensuring timely distribution of minutes.
- Act as the minute taker for the Quality & Safety Committee.
- Prepare and distribute agendas, supporting documents and follow-up materials.

Information Management

- Gather and report information as required for various project and initiatives.
- Maintain comprehensive and organised records of all activities and communications.
- Support with Records of Processing Activities (ROPA).
- Manage Iron Mountain data storage and retrieval processes.
- Ensure compliance with GDPR requirements and safeguard the privacy and confidentiality of personal information.

Stakeholder Liaison

- Act as a liaison between the Director of Services and relevant internal and external stakeholders.
- Communicate effectively to ensure alignment and smooth operation of services.

Additional Duties

- Draft Terms of Reference (TOR) for various projects and committees.
- Handle investigation correspondence and co-ordinate investigation-related activities.
- Manage room hire and booking training/meeting rooms.
- Support project management calls for service set-up.

Why Join our Team

- Competitive salary.
- Health Insurance and discounted Health Insurance for dependents.
- Generous annual leave.
- Resilience Rewards employee discounts.
- Continuous professional development.

Reporting to:

The Director of Services (Mid West Region)

To Apply:

Applicants can send their CVs to careers@resilience.ie (mailto:careers@resilience.ie) by the 18th September 2024.

Region

North Tipperary / Offaly / Hybrid

Date Entered/Updated

4th Sep, 2024

Expiry Date

18th Sep, 2024

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