

## **Resilience Healthcare: Regional Support Co-ordinator (South East Region) (<https://www.activelink.ie/node/110668>)**

# Resilience Healthcare

## **Regional Support Co-ordinator (South East Region)**

### **What is the position**

The **Regional Support Co-ordinator** will provide high-level support to the Director of Services (South East 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:** Kilkenny Office with hybrid working available

**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 (South East Region).

## **To Apply:**

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

**Region**

Kilkenny / Hybrid

**Date Entered/Updated**

4th Sep, 2024

**Expiry Date**

18th Sep, 2024

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