

Pieta: Operations Manager – Dublin South **(<https://www.activelink.ie/node/112133>)**



Operations Manager – Dublin South

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

Contract Type: Specified Purpose Contract

Salary: €60,580.21 per annum

Work Location: Dublin South

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 in Pieta Dublin South.

The Operations Manager will be supported by a full-time Psychotherapist, our Dublin South centre employs over 16 part-time Psychotherapists, 2 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 Dublin South centre
- 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
- 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

Qualifications, Skills and Experience required:

- Essential - A third-level degree in a relevant Healthcare area
- Essential - Experience in a similar management role within a clinical setting, with a minimum of 3 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)

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>) .

Closing Date: 22nd November 2024

Please Note: Garda Vetting is required of the successful candidate

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

Dublin South

Date Entered/Updated

13th Nov, 2024

Expiry Date

22nd Nov, 2024

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