

## **Clonea ROC: Duty Manager (Accommodation Centre)** **(<https://www.activelink.ie/node/112965>)**

### **Mission Statement:**

Clonea ROC is a dedicated accommodation provider since December 2015, offering safe, supportive, and welcoming accommodation for individuals approved for resettlement in Ireland selected by the Irish Refugee Protection Programme displaced due to conflict, persecution or natural disasters.

Our facilities are designed to provide not just shelter, but also access to essential services, including language classes, employment assistance and cultural integration programs.

At Clonea ROC, we understand today's challenges and strive to create a nurturing environment that fosters healing, stability & a sense of community.

### **Job Title: Duty Manager (Accommodation Centre)**

**Reports to:** Centre Manager / IPAS Contractor

**Department:** Clonea ROC Dungarvan Co Waterford

### **Key Responsibilities:**

- Assist with managing the overall operations, including maintaining a safe, secure, and welcoming environment for residents and staff.
- Provide guidance and support to staff members, including caseworkers, support personnel and volunteers to ensure the delivery of high-quality services and adherence to established protocols.
- Collaborate with Management Staff to develop and implement policies and procedures that align with the mission and goals of the refugee centre, while ensuring compliance with relevant regulations and guidelines
- Respond to and resolve resident inquiries, concerns, or complaints promptly and effectively, maintain a professional and empathetic approach.
- Oversee the intake process, including assessing the needs of new arrivals, coordinating their placement within the centre, and ensuring the provision of essential services.
- Monitor resident activities, ensuring a respectful and inclusive community atmosphere that promotes cultural sensitivity and integration.
- Assist and maintain accurate records, statistics, and reports related to residents, services provided, incidents, and any other required documentation.
- Contribute to the development and implementation of programs and activities that support the social, emotional, and educational well-being of residents.
- Collaborate with external organisations, governmental agencies, and community stakeholders to establish partnerships, secure resources, and enhance support networks for residents.
- Be hands on in relation to food service, housekeeping and up keep of the Centre on a daily basis.

### **Core Competencies**

- **Compassion & Empathy:** Strong interpersonal skills with the ability to empathise and effectively communicate with individuals from diverse cultural backgrounds.
- **Crisis Management:** Ability to remain calm and composed in high pressure situations, with experience in crisis intervention and conflict resolution.
- **Flexibility:** Willingness to work flexible hours, including evening and weekends if required
- **Organisational Skills:** Excellent organisational and time management abilities with ability to prioritise task effectively.
- **Cultural Competence:** Demonstrated understanding and appreciation of cultural diversity, including knowledge of refugee issues and international human rights standards.
- **Team Player:** Strong collaborative skills, with the ability to work effectively as part of a multidisciplinary team and contribute to a positive work environment.
- **Language skills:** Proficiency in English is required. Additional proficiency in other languages is a plus.

## Educational Qualifications

- Must be proficient in Excel, Word, and Power Point
- Experience in Hospitality Management and/or Qualification in social care or a related field is preferred.
- Relevant experience in refugee services, social work, or humanitarian assistance is desirable.

## Additional Comments

This role requires Garda vetting & pre-employment screening.

**Applications to Mark Knowles [mknowles@cloneaeroc.com](mailto:mknowles@cloneaeroc.com)  
(<mailto:mknowles@cloneaeroc.com>)**

### Region

Dungarvan, Co Waterford

### Date Entered/Updated

8th Jan, 2025

### Expiry Date

8th Mar, 2025

---

**Source URL:** <https://www.activelink.ie/vacancies/civil-liberties-human-rights/112965-clonea-roc-duty-manager-accommodation-centre>