

# **International Protection Accommodation Service Provider: Centre Manager (<https://www.activelink.ie/node/114825>)**

## **Centre Manager**

### **About the Role**

As an international protection accommodation service provider, we offer responsive, inclusive, and high-quality accommodation services that promote the health, safety, dignity, and social integration of international protection seekers. As Centre Manager you will be responsible for the management of staff, wellbeing of residents, and compliance with regulations and national standards. You will play a crucial role as Centre Manager in providing efficient centre operations and provision of services to residents across both of our complexes, Milligan Court and Benbulbin Court.

### **Key Responsibilities**

- **Operational Management:** Oversee the daily operations of the accommodation center to ensure efficient, compliant, and resident-centered service delivery.
- **Staff Management:** Lead and manage a team of support staff, including fostering a collaborative work environment, new staff recruitment, training and supervision.
- **Policies and Procedures:** Develop and implement policies and procedures, ensuring alignment with IPAS standards and relevant legislation.
- **Resident Welfare:** Build a welcoming and inclusive environment that respects cultural diversity, ensuring residents feel safe, supported, and valued. Facilitate community activities and programs to promote social integration, skill-building, and well-being among residents. Manage residents' complaints and concerns effectively.
- **Key point of contact:** Act as the primary point of contact for IPAS, HIQA, the service provider, local authorities and community organisations.
- **Compliance:** Conduct and oversee risk assessments and implement all resident protection policies and procedures. Maintain accurate records for incidents, resident issues, and compliance activities for audit and review purposes.
- **Resource Management:** Oversee the purchasing, inventory management, and allocation of resources within the center.

### **Key Skills and Competencies**

- **Strong Communication Skills:** Ability to communicate clearly and effectively with a diverse group of residents and different staff roles.
- **Empathy and Cultural Sensitivity:** Demonstrate respect and understanding for residents' backgrounds, promoting an inclusive, non-discriminatory environment.
- **Leadership Skills:** Possess strong leadership skills including effective relationship building, decision making and employee motivation.
- **Problem-Solving Skills:** Ability to handle resident issues calmly and efficiently, using problem-solving skills to find effective resolutions.
- **Team Player:** Collaborate with other staff members to achieve shared goals.
- **Organisational Skills:** Strong organisational abilities to manage administrative tasks, maintain accurate records, and handle multiple queries simultaneously.
- **Crisis Management:** The ability to remain calm and composed in emergencies, following protocols to ensure the safety and well-being of all residents.
- **Results-Driven:** Work efficiently to meet objectives and consistently improve center operations and resident experience.

### **Qualifications and Experience**

- **Experience:** Prior experience managing a residential facility or IPAS centre. Experience working cross-culturally and working with protection applicants and refugees is an advantage.
- **Educational Background:** Qualification or training in business management, social care or equivalent is desirable.
- **Knowledge:** Familiarity with International Protection Accommodation Service. Understanding of the policies and

procedures of the IPAS National Standards and HIQA standards. Understanding of mental health issues, medical, social care, social welfare systems and social care, social welfare systems, child welfare and protection and youth work.

- Technical Skills: Proficiency in basic IT tools (Excel, email systems, Sharepoint).

## Equal Opportunity Statement

We are committed to being an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, gender, disability, sexual orientation, or nationality.

## Additional Information

- 45 hour working week
- Salary dependent on qualifications and experience
- Employment is subject to Garda Vetting clearance

**Please submit your CV to [laurengillenconsulting@gmail.com](mailto:laurengillenconsulting@gmail.com)  
(<mailto:laurengillenconsulting@gmail.com>)**

**Region**  
Sligo

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