

Barróg Healthcare: Operations Manager - Health & Social Care **(<https://www.activelink.ie/node/114868>)**



Operations Manager - Health & Social Care

APPLY HERE (<https://api.occupop.com/shared/job/operations-manager-69483>)

Purpose of Role:

The Operations Manager will lead and be responsible for the management and effective delivery of Barróg Healthcare services in their assigned area. With service locations in Leinster and Munster, this role will be based in our offices in Dublin or Cork and be supported by leaders based regionally.

The Operations Manager will provide direct line management and support for Service Leaders in accordance with the service delivery model. They will oversee operations at Barrog Healthcare and work to ensure the promotion, creation and maintenance of a welcoming, safe, caring, stable and supportive environment for our clients. They will ensure that clients will be treated with dignity and respect, promoting a culture of unconditional positive regard at all times.

The Operations Manager will support and develop a team of professionals in delivering excellence in compassionate care and drive process innovation and improvement.

The Company:

Barróg Healthcare is a small, private health and social care provider based in Dublin and Cork with services nationwide providing residential care, community outreach and day packages nationwide to enable people who need support across the areas of disability, aftercare, transitional and mainstream social care.

We pride ourselves on working to support and champion both our service users and staff, and welcome applications from any person that feels they would be a good fit within our organisation. Our company culture is about putting people at the centre of all of our decisions. You will work in a new and growing service and bring your experience and insights to the role in a supportive and collaborative team. The right candidate for this role will strive to enhance the lives of the individuals we support by promoting their community inclusion and equal citizenship and bringing a dedicated team with you on the journey.

Job Title: Operations Manager- Health & Social Care

Closing Date for Applications: 11th April 2025

Proposed Interview Dates: 14-16th April 2025

Contact for Informal Enquiries: recruitment@barroghealthcare.ie (<mailto:recruitment@barroghealthcare.ie>)

Location of Post: This post will be based in our office either at Newlands Cross, Dublin or Monahan Road Cork.

Reporting Relationship: The Operations Manager will report to the Head of Operations.

Salary: Scale €60,000 to €69,570. *New appointees to any role are expected to start at the entry point of the scale.*

Job Type: Full Time, Permanent

Probation: 6 months

Annual Leave: 23 Days

Hours of work: 40hrs over 5 days per week, Mon – Fri

On Call: A separate dedicated on-call team are in place, support for escalated calls is required

Vetting: All applicants will be subject to reference checks, Garda Vetting and a request to provide security clearance from any country in which they resided for more than 6 months after their 16th birthday.

Travel: Travel to the other base (Cork or Dublin depending on the successful candidates location) would be required at a frequency to be agreed between the successful candidate and the Head of Operations at least once per month. Transport will be provided by the business.

Benefits:

- Competitive starting salary
- Annual pay increments
- Contributory Pension Scheme
- Death in Service Benefit
- Dedicated on-call service for out of hours support for operations
- Time off in lieu
- Promotion and development opportunities
- Support for further education and training
- Access to Cycle to Work Scheme and tax-free bus/Luas/rail/coach tickets
- Access to Employee Assistance Programme (EAP) 24/7 access to professional counselling, medical, financial and legal advice
- Refer a friend bonus
- Discounted driving lessons

Main Duties and Responsibilities

Professional

- Be responsible for the effective governance, operational management, and administration of the service.
- Contribute to the promotion, creation and maintenance of a welcoming, safe, caring, stable and supportive environment.
- Ensure that all activities and operations are performed in compliance with regulatory requirements, policies, internal controls, and risk management functions
- Keep up to date with any changes in legislation including but not limited to the Health Sector, Disability Sector, Health & Safety etc.
- Be responsible for ensuring all relevant registrations and qualification requirements are maintained for their tenure.
- Be responsible for all aspects of Health and Safety of service users and staff and compliance with Health and Safety legislation.
- Ensure follow through and accountability on any responsibilities in relation to young people/vulnerable adults as agreed
- Manage enquiries, complaints and allegations from young people/vulnerable adults engaged with the Service in accordance with National Policy and Service Policy Guidance documents.
- Implement processes, infrastructure, and effective management practices to sustain current activities, and anticipated growth.
- Ensure that objectives and outcomes included in the strategic plan are achieved with regard to operations.
- Provide direct line management, supervision and leadership for service leadership in accordance with the service delivery model.
- Ensure follow through and accountability on any responsibilities in relation to clients as agreed
- To take responsibility for the measurement and effectiveness of all processes.
- Lead Service projects e.g. Service forums/induction/training days etc. Support the relevant managers in new and innovative projects as requested by the Director.
- Submit SOP's, applications to vary, PPIM/PIC forms
- Respond to requests for information from TUSLA/HSE
- Support the completion of SLA responses and paperwork
- Support the completion of tenders
- Insurance
- Ensure insurance meets SLA requirements
- Ensure appropriate insurance is in place for all business activities

- Respond to provider assurance queries from HIQA
- Registered Provider
- Support annual business plan in line with internal and external feedback
- Oversee data protection requirements, data breach investigations
- Support and provide guidance for personnel in core business functions, including scheduling, on-call and operations
- Manage and ensure resolution for enquiries, complaints and allegations service in accordance with National Policy and Service Policy Guidance documents.
- Seek the advice of relevant personnel as required.
- Provide timely, accurate and complete reports on operational matters to the DIRECTOR and any committee, Board of Directors, or statutory agency as required.
- Contribute to the management, development, and execution of the handling of significant incidents which may impinge on service delivery, or the reputation of the company.
- Manage work and resources to maximize productivity and ensure optimum service delivery.
- Assign accountabilities, set objectives, and establish priorities for all areas within the company.
- Delegate authority and responsibility as appropriate.
- Foster a high-quality service orientation, and client centred environment.
- Participate in the development of strategic operational plans.
- Ensure there is an efficient flow of information within the company by leading, directing, sharing, and seeking information as appropriate.
- Undertake the duties of the post in a manner that is flexible, and in line with the requirements of the position.
- Communicate any concerns in relation to the business to the DIRECTOR
- Initiative and innovation in identifying areas for service improvement.
- Foster good relations with the DIRECTOR staff, and allied agencies.

Administration and Accountability

- Contribute to the ongoing development of the service in keeping with good practice, Tusla, HSE, HIQA requirements and Company objectives.
- Oversee the administration and day to day operation of the service.
- Ensure that all information and records relating to clients, their families, staff, colleagues etc., are treated in a thoroughly professional manner in line with local guidelines and in accordance with the principles of confidentiality, data protection legislation and Freedom of Information.
- To comply with GDPR guidelines
- To oversee, monitor and evaluate:
 - Reference/Review and Case Conferences Notes
 - Team Meeting/Group Supervision Notes
 - Complaints and Compliment Logs
 - Medical and Medication Records
 - Incident Reports
 - Supervision and Appraisal Notes
 - Core Member, Assistant and other stakeholder feedback.
 - Person Centered Plans.
 - Reports from internal and external inspections and quality audits.

Resource Management

- Provide leadership and motivation in order to optimise service delivery by developing teams and promoting change management.
- Supervise Management, frontline social & healthcare staff & other staff as appropriate. Be responsible for the maintenance of all relative HR Forms/Records and Payroll Returns.
- Be responsible for the probationary appraisal of leadership and the completion of probationary appraisal reports as required. Make appropriate recommendations regarding whether employees' standard of work during probation is satisfactory and whether appointments should be confirmed.
- Ensure compliance with and implement HR policies and procedures and guidelines.
- Manage a budget as defined, including, financial packages for clients in Service and Service budgets.
- Contribute to a range of reports including annual reports, performance indicators, court reports etc. as required. Responsibility for returning quarterly reports pertaining to service provision.
- Oversee the development and implementation of policy, information sharing protocols, audit systems and referral and integrated care pathways.
- Contribute to service plan process by recognising and replicating successful interventions and by identifying unmet needs and service requirements into the future.
- Assist in ensuring that the Service makes the most efficient and effective use of developments in IT.

Training & Professional Development

- Participate in regular professional supervision.
- Provide guidance, training and education for staff teams.
- Undertake ongoing professional training and development.
- Engage in and promote reflective and evidence-based practice.
- Be responsible for own health and wellbeing in order to carry out the duties of the role / is committed to managing own work / life balance.
- Ensure that all Barrog employees meet the required standards for their professions

Health & Safety

- Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards.
- Have a working knowledge of the Tusla, HSE & Health Information and Quality Authority (HIQA) standards as they apply to the service for example National Standards for Child Protection and Care and comply with associated Tusla - Child and Family Agency/ H.S.E. protocols for implementing and maintaining these standards as appropriate to the role.
- To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

Eligibility Criteria

Qualifications and /Experience.

- Eligibility to work in the Republic of Ireland on a full time basis
- A minimum of 3 years in a management role in the area of social care / health or disability
- An appropriate qualification in health or social care management at an appropriate level (that meets HIQA requirements for PPIM)
- Have a proficient working knowledge of the HIQA Standards and Health Act (2007) and associated regulations and Guidance; and knowledge of national policies in the disability sector.
- Candidates must have a suitable qualification in management
- A full valid Irish or EU driver's licence as the candidate will be expected to travel around the service and to other locations as part of their role.
- Significant operational experience in managing and delivering change in a complex environment, as relevant to the role.
- Experience of managing and working collaboratively with multiple internal and external stakeholders, as relevant to the role.
- Effective supervision skills.
- Excellent written communication skills including the ability to produce professional reports.
- Strong negotiation/influencing skills
- Sufficient clinical and professional knowledge including an understanding of theory and practice with application to best practice in the delivery of care with to carry out the duties and responsibilities of the role.
- A good understanding of policy, legislative and professional requirements to ensure an appropriate standard of service delivery (e.g. a working knowledge of the legislation relevant to role such as the Child Care Act 1991, Aftercare National Policy and Procedure and Children First Guidelines), Vulnerable Adults National Policy/Guidelines.
- Capacity to plan and deliver care in an effective and resourceful manner within a model of person-centred care.
- A good understanding of levels of compliance required to implement HR policies/procedures and guidelines.
- The ability to assist in the development/ implementation of policy, information sharing protocols, audit systems and referral and integrated care pathways.
- An in-depth understanding of the standards of proficiency for Social Care Workers as required by CORU.

And: Have a minimum of five years' experience of working in Social care / Healthcare / Child protection Community care or other child and family services with a similarly challenging client group.

And: Candidates must have the requisite knowledge and ability (including a high standard of suitability and management ability for the proper discharge of the duties of the office) with a minimum of three years proven experience in a leadership role.

And: Have proficient ICT skills including a working knowledge of Microsoft Packages – Excel, Word and PowerPoint and Teams and be familiar with an email package e.g. Outlook.

Health: A candidate for and any person holding the office must be fully competent and capable of undertaking the duties

attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Character: Each candidate for and any person holding the office must be of good character

Age: A candidate must be under 66 years of age.

Skills, competencies

Professional Knowledge

- Sufficient clinical and professional knowledge including an understanding of theory and practice with application to best practice in the delivery of care with to carry out the duties and responsibilities of the role.
- A good understanding of policy, legislative and professional requirements to ensure an appropriate standard of service delivery (e.g. a working knowledge of the legislation relevant to role such as the Child Care Act 1991, Aftercare National Policy and Procedure and Children First Guidelines), Vulnerable Adults National Policy/Guidelines, HIQA regulations.
- An in-depth understanding of the standards of proficiency for Social Care Workers as required by CORU.
- Effective interpersonal and communication (verbal and written) skills including skills in mediation, conciliation and advocacy and the ability to collaborate with colleagues, families, etc.
- Ability to manage assigned budget including, financial packages for clients in aftercare and service budgets.
- Knowledge to effectively contribute to service plan process with ability to recognise and replicate successful interventions and by identifying unmet needs and service requirements into the future.

Delivering a Quality Service

- Commitment to an ability to assure high standards and strive for a user centred service.
- Capacity to plan and deliver care in an effective and resourceful manner within a model of person-centred care.
- Ability to lead and motivate assigned team in order to optimise service delivery by developing teamwork and promoting change management to achieve key performance indicators.
- The ability to assist in the development/ implementation of policy, information sharing protocols, audit systems and referral and integrated care pathways.

Evaluating information and judging situations

- Ability to evaluate information and make effective decisions especially with regard to service user care.
- Awareness and appreciation of the service user as expert through experience including promoting the role of service user in care planning, decision-making and service development.
- The ability to evaluate complex information from a variety of sources and make effective decisions
- The ability to consider the range of options available, involve other parties at the appropriate time and level, to make balanced and timely decisions

Team and Leadership Skills

- Ability to manage and develop self and others in a busy working environment including the ability to prioritise caseloads for self and others.
- Effective supervision skills.
- Effective leadership and team skills.
- Ability to empathise with and treat others with dignity and respect.
- Commitment to continuing professional development for self and team. Promote a learning environment.
- Ability to work with multi-disciplinary team members and other stakeholders to facilitate high performance, developing and achieving clear and realistic objectives
- Flexibility and adaptability to meet the requirements of the role

Communication and Interpersonal Skills

- Excellent interpersonal and communications skills to facilitate work with a wide range of stakeholders
- Excellent written communication skills including the ability to produce professional reports.
- Strong negotiation/influencing skills
- Demonstrates the ability to interact in a professional manner with staff and other key stakeholders.

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

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Region

Dublin or Cork

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2nd Apr, 2025

Expiry Date

11th Apr, 2025

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