

Who are we?

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autism.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.

What does an Operations Manager do?

Put simply, your job is to lead, manage and develop services under your area of operational responsibility in line with the Corporate Plan to ensure the delivery of our Mission.

Job Title	Operations Manager
Reports to	Operations Director

Purpose of Role

To lead, manage and develop services under your area of operational responsibility in line with the Corporate Plan to ensure the delivery of our Mission.

Main Responsibilities

Main Duties

- Provide effective leadership and management to Service Managers within your area of responsibility.
- Be accountable for the delivery of high-quality services within your area of responsibility, ensuring compliance with internal and external standards (including legislative, contractual, and regulatory requirements) in relation to health and safety, quality and continuous improvement, and achieving all financial and performance measures.
- Be responsible for early identification of key service trends and challenges and provide management support to services in order to effectively address complex service and organisational issues and challenges.
- Contribute to the development and promotion of an organisational culture that reinforces a person-centred ethos which enriches the lives of the people we support, staff and volunteers.
- Have lead responsibility for managing identified key areas within the Operations Department as delegated by the Operations Director, for example, Deputy Adult Safeguarding Champion.
- Deputise for the Operations Director as required.

People we support.

- Have regular contact with the people we support and be available to them in order that their views and aspirations are kept to the forefront of our work.

Setting Direction

- Contribute to the development and implementation of Positive Futures' corporate planning, policy and decision-making processes and operational / business plans.
- Act as an agent of change, embracing and leading change projects and initiatives in your services and across the organisation.

Quality of Service

- Support the Operations Director to ensure that policies and practices are in place which reflect organisational, regulatory, contractual and legislative requirements and that these are regularly reviewed and implemented consistently to evidence internal governance and external compliance.
- Oversee Service / Project Managers to ensure they are exercising their responsibilities to ensure compliance with the requisite standards and quality expected by HIQA, HSE, TUSLA and any other commissioning or funding body (for example, grant funders).
- Develop, manage and monitor the implementation of best practice across services.
- Lead on service improvement in line with recommendations arising from HIQA, internal audits etc.
- Ensure high standards of governance including the identification and management of risks in services, in line with the Risk Management Policy.
- Regularly monitor and review service delivery in line with organisational policy and identify areas for improvement within a robust Quality Management Framework.
- Ensure that Health and Safety processes are embedded in services and are fully operational in line with relevant policies, procedures and guidance.
- Work closely with services in a coaching and advisory role, assisting managers to implement national, regional and organisational standards and policies.
- Manage the investigation of complaints / incidents and provide management reports with recommendations and action plans.
- Provide the Operations Director (and other Directors, as required) with regular, timely reports in line with organisational and external requirements.

People Management and Development

- Lead the operational management of services, developing service objectives which meet corporate objectives / Strategic Aims and annual business plans.
- Provide leadership by setting clear performance management standards and establishing effective review processes.
- Develop and lead a culture of positive performance management through coaching, mentoring and person-centred supervision.
- Delegate responsibility and authority to staff, as appropriate, whilst retaining accountability for results.
- Participate as required in the recruitment and selection of staff.
- Conduct employee relations investigations, as required, including disciplinary / grievance investigations.
- Keep managers and staff briefed on developments within Positive Futures.

Finance and Resource Management

- Oversee the management of resources to ensure that services are delivered cost effectively and at optimum quality.
- Work with the Operations Director and senior leadership team to ensure delivery of planned financial targets.
- Monitor the financial performance of service / project budgets and other relevant cost centres, identify any financial risks, support the Service Manager / budget holder to take corrective action where necessary, and report to the Operations Director.

Business Growth and Development

- Identify and support opportunities to develop new and existing services or projects to include liaising and partnering with other agencies as appropriate.

General

- Carry out your duties and responsibilities in line with relevant Health and Safety and Risk Management policies and procedures.
- Participate in on call rotas, providing advice and support to staff and services as required.
- Represent the organisation both internally and externally as necessary.
- Attend training courses, seminars, conferences etc at the request of the organisation.
- Work flexibly within contracted hours to meet the needs of the department.
- Contribute to research and evaluation activities within the organisation and externally, as appropriate.
- Make effective use of information, communication and technology systems in order to carry out the responsibilities of the post.

There may be occasions when the job holder is required to fulfil some duties outside of normal working hours and flexibility is therefore essential.

This job profile provides a summary of the core responsibilities of the role, however, the job holder may be required to undertake other duties from time to time as Positive Futures may reasonably require.

The Chief Executive must be contacted in the event of all media enquiries.

How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you **MUST**:

1. Have one of the following qualifications and associated level of experience:
 - a) Have an Honours Degree in Social Studies / Social Care or equivalent qualification **AND** a management qualification at a minimum of level 5 e.g. FETAC Level 5 Management **AND** have a minimum of 6 years' experience in a health and social care setting.
 - b) Have a professional social work qualification and be registered, or be eligible for registration on appointment, on the appropriate part of the CORU register **AND** have a minimum of 4 years' experience in a health and social care setting.
 - c) Be a first level registered nurse on an appropriate part of the Nursing and Midwifery Board of Ireland **AND** have a minimum of 4 years' experience in a health and social care setting.
 - d) Be an allied health professional registered with the Health Professions Council or CORU **AND** have a minimum of 4 years' experience in a health and social care setting.
2. At least 3 years' relevant experience in a service / senior management capacity in a health and social care setting, including the supervision of staff and financial / resource oversight.
3. Full driving licence and access to a car which is insured for business use. Consideration will be given to those applicants unable to drive due to a disability.

To apply for this role, we would also **LIKE** you to have:

- Experience supporting people (children and/or adults) with a learning disability and/or autism and/or acquired brain injury.
- Experience working in the disability sector.
- Recent experience in managing a regulated service.

Positive Futures reserves the right to enhance the shortlisting criteria.

If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values.
- Have the right skills (or competencies) needed for the job.

Our Values

“Our values” are what underpin everything we do in Positive Futures.

- PEOPLE FIRST** the people we support will always be our top priority.
- OPPORTUNITIES** we seek out opportunities to make life better for the people we support through the commitment and dedication of our staff and volunteers.
- SPEAKING OUT** working in partnership with the people we support, we will champion their rights at every opportunity with decision makers, with government - locally, regionally and nationally - and in the media.
- INNOVATION** we are a learning organisation that is always looking for new, creative and better ways to do things.
- TENACIOUS** we don't give up – if it needs to be done, we believe it can and will be done.
- INVOLVEMENT** the people we support and our staff will always have a say in the running of the organisation and we will celebrate with our partners and stakeholders what we achieve together.
- VALUE FOR MONEY** we deliver life-long results and transform peoples' lives in a cost-effective manner.
- EXCELLENCE** we will always aim to be the best we can be in supporting people to achieve their dreams and transform their lives

Our Competencies

Providing Leadership	<ul style="list-style-type: none"> • Able to understand organisational strategy and translate this into practice at a service level. • Inspires and influences team members and gains respect by creating a clear vision and demonstrating a passion to support people with a learning / intellectual disability, acquired brain injury and autism. • Willing to listen to others, share knowledge and encourage creativity within team members. • Encourages an environment of continuous learning and self-reflection and openly reflects on own working practice with a willingness to take feedback from others.
Improving Service Quality	<ul style="list-style-type: none"> • Able to deliver a high-quality service for the people we support by understanding the needs of individuals and developing a clear overall service development plan. • Ensures that the organisation's strategy and ethos is embedded in team culture and that regulatory and compliance targets are met.
Managing External Stakeholders	<ul style="list-style-type: none"> • Able to develop and manage external stakeholder relationships, promoting Positive Futures' values positively. • Able to maximise business opportunities through existing networks and identify and secure new business opportunities. • Uses an appropriate customer focussed approach and communication.
Managing Your Team Effectively	<ul style="list-style-type: none"> • Manages a staff team which is engaged and motivated towards the achievement of organisational goals. • Ensures all staff members understand their responsibilities and perform to acceptable standards, with any performance issues being managed swiftly and appropriately. • Develops, mentors and coaches staff to ensure their personal development needs are met and managed.
Maintaining Commercial Disciplines	<ul style="list-style-type: none"> • Is accountable for the operational and financial performance of services. • Able to manage and deploy allocated resources appropriately. • Able to identify commercial threats and risks and develop plans to meet these.
Personal Development	<ul style="list-style-type: none"> • Able to reflect on self-development needs from a business and personal perspective and address them. • Meets development action plans as agreed with line manager. • Achieves positive feedback on performance from own staff team, peers, senior colleagues and external stakeholders.

Skills and Experience

- Knowledge of the relevant legislation, regulations, standards and policies relevant to the social care and disability sector
- Experience of successfully contributing to strategic planning / policy development
- Experience of delivering financial performance in line with budget
- Experience of building positive relationships with key stakeholders
- Knowledge of the needs of people with a learning disability, and/or acquired brain injury and/or autism, and their families / carers.
- Experience of the design and delivery of innovative services
- Experience of using Person Centred Planning Tools
- Knowledge and understanding of the management of the health and safety of the people we support, staff and volunteers.
- Experience of using ICT systems, including Microsoft Office
- Be flexible in meeting the demands of the post, to include out of office hours and on call duties

JOB INFORMATION SHEET OPERATIONS MANAGER

SALARY AND BENEFITS

Salary

€ 56,634
€ 58,016
€ 59,634
€ 61,256
€ 62,886
€ 64,337
€ 65,818
€ 67,258
€ 68,688
€ 71,151
€ 73,622

Starting point on the scale will be dependent upon relevant experience.

Salaries are paid monthly by direct payment by the Bankers Automated Clearing System (BACS) to a bank or building society account of your choice.

Hours

Full time – 39 hours per week. The person appointed may be required to work outside these hours.

Location

The office base is negotiable, however, due to the nature of the position, travel will be required throughout the Republic of Ireland and across the island of Ireland as required.

Holidays

The person appointed will be entitled to 25 days' leave per annum increasing by one day for each complete annual leave year worked to a maximum of 30 days. The person will also be entitled to 10 designated public holidays.

The entitlements are based on full time hours. They will be pro-rata in line with part time hours as required.

Designated holidays are New Year's Day, St Patrick's Day, Easter Monday, Early May Bank Holiday, June Bank Holiday, August Bank Holiday, October Bank Holiday, Christmas Day, and St Stephen's Day.

Pension

Positive Futures offers a Defined Contribution Pension Scheme for staff. Positive Futures will contribute 4% of your salary which is dependent upon you making a minimum personal contribution of 4%. You have the option to increase your contribution through an Additional Voluntary Contribution (AVC) which is completely voluntary. Tax relief is given by the Revenue on the amount you contribute.

If eligible (based on your age and earnings at the end of the pay period), you will be entitled to enrol in this pension scheme. If you would like to join, please contact the HR Department.

Staff Care

We all have periods in our lives when our psychological wellbeing is at risk. Positive Futures staff can speak in complete confidence to trained counsellors about anything they need to. They provide a confidential and non-judgemental counselling service.

Sick Pay

We believe that when our staff are ill, they should take the time they need to recover, and should not feel financially pressured into returning to work before they are ready. Staff who have been with us for 6 months are entitled to 2 weeks at full pay. This entitlement increases with length of service to a maximum of 8 weeks' full pay and 4 weeks' half pay.

Training and Support

All members of staff will receive induction, relevant training, regular Person-Centred Supervision and appraisal.

CONDITIONAL OFFERS

General

Prior to taking up duty, the person conditionally offered the position must:

- a. Complete a New Employee Orientation form accepting the job offer made.

- b. Produce official evidence of required qualifications. Please be advised that applicants must provide evidence to demonstrate that they were in the possession of these qualifications at the closing date for applications.
- c. Produce details of the bank or building society account to which his or her salary will be lodged.
- d. Satisfactorily pass a medical assessment through completion of a medical questionnaire.
- e. Produce passport and driving licence (if applicable) to evidence eligibility to work in Ireland. Personal Public Service number also needs to be provided.
- f. Complete a Garda Vetting check. In line with best practice, a Garda Vetting check will be requested every 4 years for all staff except manager level and above who will require a check every 3 years.

Appointments will also be subject to Positive Futures receiving suitable satisfactory references for applicants.

Please note that if an applicant is recommended for appointment, he or she must complete the pre-employment checks outlined above within 14 working days or consideration may be given to withdrawing the offer of employment.

Canvassing

Canvassing in any form, oral or written, direct or indirect, will disqualify an applicant for appointment. Applicants can, however, contact the relevant Department for further information about the post.

Interview expenses

Reimbursement of interview expenses is not available.

Waiting List

Positive Futures also retain suitable candidates on a reserve list, for a period of six months, from which they may be offered similar opportunities in other locations across the Republic of Ireland. These positions may be for either full or part-time work as required.

PROBATIONARY PERIOD

Probationary Period

On commencement of employment with Positive Futures, all staff are required to complete a “probationary period”. Confirmation in post depends on achieving the required standard in a range of topics including performance, attendance, training and behaviour. The probationary period for this post will be specified in the postholder’s contract of employment.