



Job Title: Chief Operations Officer

Reporting to: Chairperson and the Board of the Irish Association of Social Workers CLG (IASW).

The Organisation

The Irish Association of Social Workers is the national professional body for social workers in Ireland. It was founded in 1971 and has a membership of more than 1,700 social workers. The IASW is an active member of the International Federation of Social Workers, which represents professional social work associations from over 55 different countries with more than 350,000 social workers in all parts of the world. There are over 5,000 social workers in Ireland, employed mainly in statutory services, as well as in NGOs and other settings, both community and institutional.

The Association is governed by an elected Board of Directors, which includes the Chair of the Board, Vice-Chair, Company Secretary and Treasurer. The Committees of the Board and the Special Interest Groups (SIGs) network comprise the advisory body to the Board. Many components of the IASW, from the Special Interest Groups to the Chair of the Board, operate on the time given on a voluntary basis by members. This participation by the members of the Association is critical to the effectiveness of the Association. Through our staff, our members, and our strategic relationships and partnerships, we grow our community, where members belong as individuals and as a collective, advancing the profession through excellence in standards and practice. We exist, as the representative body, to advance the interests of our members, the profession and service users, working together for improved lives, social justice, and equality for all.

The IASW is currently in a time of significant development, change and growth. This includes delivering on the Association's strategic plan for the organisation for the years 2022–2024. Key areas of focus for the Association include advocacy on a range of human rights, social inclusion, and social justice (including climate justice) issues, representing our members and the profession, while working alongside key stakeholders to advance shared goals. Specific action goals in the strategic plan include growing the membership base and level of engagement with members, as well as clarifying priority projects and advocacy campaigns in which to engage over the coming months and years. A current key focus is on actioning the adopted recommendations from a recent governance review of the organisation, aimed at achieving further improvements in organisational governance.

The majority of the IASW's day to day operations are coordinated and carried out by a small staff team (Approx 3 WTE – Professional Development Coordinator, Office Manager, Office Administrator and Event Administrator), based in St. Andrew's Centre, Pearse Street, Dublin. The IASW staffing costs are funded by Association membership fees, as well as funding grants from the HSE, Tusla and the Probation Service.



The COO Role – Full Time Position

The Chief Operations Officer (COO) will be the most senior employee of the Association and will be expected to implement the Association’s strategic plan, and to lead and manage our staff and volunteer team, programmes, projects, finances, and all other administrative aspects so that the ongoing mission, vision and strategies are fulfilled within the context of our values and under instructions and guidance as approved by the Board.

The Ideal Candidate

The ideal candidate will have extensive organisational and people management experience, with a track record of achievement and delivering results, as well as a familiarity with the practices, policies, and procedures of the professional and representational sectors. We are seeking a COO with strong leadership skills and the ability to approach their work from a creative point of view, based on a strong social justice and equality foundation. The COO will be a dynamic and highly motivated leader with a demonstrated track record in organisational development and people management, demonstrating competencies in the following:

1. Leadership and Strategic Direction.
2. Management and Delivery of Results.
3. Building Relationships, Representation and Communication.
4. Drive, Ethics and Values.

Immediate Priorities

The successful candidate will be responsible for ensuring the implementation of the IASW’s strategic plan, 2022-2024, particularly for overseeing delivery of the annual action plans in relation to the six identified strategic objectives in the Strategy, in relation to 1. Membership, 2. Communications, 3. Continuing Professional Development, 4. Representing Social Work, 5. IASW Structures, Resources and Governance, 6. Influencing Policy and Practice, and 7. International Partnerships.

Reporting to the Chairperson of the Board, the key aspects and objectives of the COO role will include:

Leadership and Strategic Management

- Work closely with, and report to, the Board of Directors, through the Chairperson, to oversee and deliver the Association’s Strategic Plans and Annual Business Plans.
- Provide guidance to the board in formulating and agreeing strategy and change management.
- Communicate the company’s strategic direction with internal and external stakeholders.
- Develop and maintain effective cross-organisational cooperation on relevant issues.

Chief Operations Officer

- Provide team leadership, setting high standards, facilitating high performance, leading change, and anticipating and responding to relevant developments.
- Ensure that all policies, practices, and procedures are in compliance with relevant legislative and regulatory requirements.
- Work with the Board to assist it to fulfil its governance functions and enable optimum performance by the board, its committees and working groups.
- Ensure a culture of monitoring, evaluation, shared learning, and development is embedded in the work of the Association.

Operational Management

- Initiate and take responsibility for delivering results.
- Manage the day-to-day business of the Association so that it delivers on its aims and commitments to its stakeholders with integrity, openness, transparency, efficiency, effectiveness, and in accordance with our values, to ensure a smoothly functioning and efficient organisation.
- Lead and manage the staff team, including performance management, development, and appraisal to ensure an effective, nurturing, and safe working environment for all employees.
- Work effectively with and coordinate the work of the Association's Board, Committees, Special Interest Groups, working groups, volunteers, and others, to progress IASW objectives, projects and programmes as required.
- Lead the organisation's development of policies and practices aimed at mitigating risk to its people, programmes, assets, and reputation.
- Ensure that the Association works within all relevant laws and regulations, including but not limited to company law and those related to employment, equality, health and safety and data protection; and promotes good practice in all activities.
- Initiate and formulate policies, procedures, reports, and plans for adoption by the board.
- Initiate, develop and manage research, policy development and other projects as required.
- Ensure that the plans and objectives of the Association build on existing work and are kept under review and evaluation.
- Report comprehensively and regularly on the Association's activities to the Board of Directors, funders and others as may be required.
- Investigate the need for new opportunities and develop them as appropriate.
- Carry out such other responsibilities as may be required from time to time, under the direction of the Board.



IASW

Irish Association of
Social Workers

Chief Operations Officer

Building Relationships, Representation & Communication

- Represent the Association at the highest level at relevant forums.
- Proactively develop effective working relationships with key stakeholders and partner bodies on a cross-sectoral basis, to advance IASW goals.
- To be the public face of the Association, ensuring that key messages and policies are communicated and promoted to members, policy makers in national and local government agencies, education institutes, practitioners, the media, general public and others interested in the work of the Association.
- To ensure clear lines of communication and reporting between the staff and the members of the various structures of the IASW.
- To oversee the development and delivery of quality research, policy development, lobbying activities, and services to advance the professional interests of members.
- Communicating the ethos, values, and integrated community development approach of the Association to its stakeholders.
- Representing and promoting the IASW interests on appropriate national and international forums.
- Initiating, developing, and maintaining collaborative relationships with key agencies and funders and working to identify and develop new opportunities to support the interests of the Association and those with whom our members work.

Financial Management

- Maintain oversight responsibility for the financial activities of the organisation.
- Ensure appropriate oversight of all aspects of the management of the income and expenditure of the Association to ensure the timely and detailed recording of all financial transactions and the reporting of these to the Board, relevant committees, funders, and other stakeholders in line with best practice.
- Prepare an annual budget for Board approval and prudently manage the Association's resources in line with the budget and appropriate standards.
- Manage and review Service Level Agreements and contracts with the funding/partner organisations and ensure that all their terms are adhered to.
- Ensure the sustainability of the Association, developing funding plans and achieving objectives for resources in terms of both people, funds, and other resources.
- Identify and source new opportunities for funding to progress the goals and objectives of the Association.



IASW

Irish Association of
Social Workers

Chief Operations Officer

- Provide regular financial reporting to the Board and funders in conjunction with the Financial Controller.
- Oversee systems of internal controls to ensure financial compliance and robust procurement, accountability, and risk management processes.

Staff & Organisational Development

- Maintain overall responsibility for human resource management, staff training and wellbeing.
- Oversee any recruitment to the core staff team and provide operational guidance, supervision, mentoring and support to employees in the delivery of the Association's Strategic and Annual Business Plans.
- Effectively manage the human resources of the Association, to optimise team and individual performance, according to authorised personnel policies and procedures that fully conform to relevant laws and regulations.
- Ensure a safe and supportive environment for staff, volunteers and others engaged in the work of the Association.
- Contribute to the development of the IASW's ethos and values among staff, Board members and volunteers.
- Oversee the development and implementation of effective HR policies and procedures in line with best practice and employment legislation and always protecting the interests of the Association as an employer.
- Identify appropriate training and development needs of company Board members and facilitating actions to meet those needs.

Qualifications

Essential:

1. A third level qualification – minimum Level 8 (Bachelor's Degree).
2. Relevant experience in leadership/management position/s, including proven people management skills.
3. Proven experience working in a fast-paced environment and in the management of multiple, competing deadlines and stakeholders.
4. Excellent interpersonal and communications skills with a high level of attention to detail and accuracy.
5. Leadership and relational skills, drive, personal integrity, decision making and problem-solving ability.
6. Understanding of business functions such as strategic planning, business development, HR, finance, marketing, and project management.



IASW

Irish Association of
Social Workers

Chief Operations Officer

7. Experience working with a range of stakeholders and the proven ability to communicate, verbally and in writing, to diverse audiences.
8. Working knowledge of IT/business infrastructure and MS Office.
9. Proven writing and drafting skills, as well as experience in reviewing and interpreting research and policy papers.

Desirable:

- An appropriate post-graduate qualification and/or additional relevant training and development.
- Project management experience
- Demonstrated impact and ability to influence in public affairs and communications arenas.
- Budget management and fundraising experience.
- International experience in a relevant field.

Conditions of Employment

Salary: At a point between €75,000 - €80,000 (To be determined based on candidate's qualifications and experience).

Term: One-year fixed term contract, subject to successful completion of a six-month probation period.

Annual Leave: 22 days per year and additional days at Christmas and Easter linked to the closure of St Andrews Resource Centre.

Hours of Work: You will be expected to work a minimum of 37 hours per week.

Location:

Office base is St. Andrew's Resource Centre, Pearse Street, Dublin 2. A flexible/hybrid working from home (WFH) option will be available, subject to negotiation and agreement.

Flexible Working:

Flexible work practices that support work life balance are available in IASW.

Further Information / Application

To apply for this position, please submit your CV and application form, plus covering letter setting out why you believe you are suitable for the position, by email to officemanager@iasw.ie quoting reference 'IASW COO Post' to arrive on / before 12noon on **Monday 20 May 2024**.



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Irish Association of
Social Workers

Chief Operations Officer

The covering letter should include evidence of meeting the 'Essential' criteria, especially if these are not addressed elsewhere in your application.

Shortlisting

A shortlisting process may be used by the shortlisting/interview board, to assess the suitability of those who may be called for interview. The shortlisting process will examine applications based on evidence of the 'Essential' criteria (1 to 9 in the 'Qualifications' requirements above).

Interviews

Interviews (in-person), which will include a short presentation (see separate application form) are expected/planned to take place in Dublin in June 2024 (most likely the weeks commencing either 10th or 17th June). In addition to the presentation, the interview will focus in the main on the competencies set out in the application form. Those who are called for interview will be expected to cover any travelling expenses incurred themselves.

Contact

If you have any questions, please contact Danielle McGoldrick, Office Manager on 087 7392420 or via email on officemanager@iasw.ie

The Irish Association of Social Workers is an Equal Opportunities Employer.