

Accommodation Centre: Manager

(<https://www.activelink.ie/node/114411>)

Job Summary:

The Centre Manager is responsible for the overall management of an accommodation centre, ensuring smooth operations and resident satisfaction. This role mirrors the responsibilities of a Centre Manager, as referenced in external guidelines, focusing on operational efficiency and resident welfare while adhering to regulatory requirements.

Key Responsibilities:

Leadership and Team Management

- Take on a leadership role within the centre, ensuring the smooth and effective management of all services.
- Organise the induction and training of staff, fostering team capacity and development.
- Supervise, support, and motivate staff, modeling leadership behaviors and embedding a positive, values-driven culture.
- Promote teamwork and reflective practices, enhancing the overall performance of the team.
- Address staffing shortages proactively by assuming team member duties when necessary to ensure service continuity.
- Organize and contribute to team meetings and other discussions as required.

Operational Management

- Lead the day-to-day management of the centre, ensuring services are delivered efficiently and effectively.
- Ensure compliance with all health, safety, and legal requirements, maintaining high operational standards.
- Oversee maintenance and upkeep of the facility, providing a safe, welcoming, and comfortable environment for residents and staff.
- Carry out administrative and financial procedures in line with organizational policies and procedures.
- Ensure the proper use of administration and recording systems, updating or improving systems as needed.
- Maintain high standards of documentation, ensuring all incidents, emergencies, events, and handovers are recorded accurately.

Resident Support

- Act as the primary point of contact for residents, addressing their needs and concerns promptly, empathetically, and professionally.
- Ensure a safe, welcoming, and friendly environment is maintained throughout the centre.
- Proactively address difficult or problematic situations as they arise, using a sensitive and direct approach.
- Foster positive communication with residents and develop initiatives to enhance their experience and well-being.

Collaboration and External Relationships

- Work effectively with IPAS, HIQA, HSE, Tusla, An Garda Síochána, and other relevant external agencies to ensure resident welfare and safety.
- Develop and maintain positive, mutually beneficial relationships with external stakeholders to improve service delivery.
- Identify gaps in service provision and collaborate with the leadership team to develop and implement improvement plans.

Administrative and Financial Responsibilities

- Manage centre budgets, ensuring financial prudence and adherence to allocated resources.
- Prepare and maintain accurate reports and documentation for internal and external stakeholders.
- Carry out a range of administrative tasks, including audit preparation and compliance documentation.

Health and Safety Compliance

- Ensure adherence to health and safety regulations at all times, maintaining related policies and procedures.
- Address property management and upkeep issues to guarantee the centre operates at the highest safety standards.

Handling Complex Situations

- Handle escalated situations or emergencies with professionalism and efficiency, adhering to organizational policies.
- Assume responsibility as a Mandated Person and Designated Liaison Person, ensuring appropriate handling of sensitive matters.

Qualifications and Experience:

- A strong dedication to the centre's vision, mission, and values, with a focus on achieving organizational goals.
- A deep understanding of the challenges faced by vulnerable people and a trauma-informed approach to service delivery.
- Demonstrates integrity and the ability to build trusting, respectful, and professional relationships.
- An openness to change and a willingness to learn and adapt based on feedback from residents and colleagues.
- Maintains a resilient, positive outlook and practical common-sense approach to challenges.
- Proven ability to lead teams effectively and solve problems in dynamic environments.
- Strong written and oral communication skills, along with proficiency in IT tools and systems.
- Excellent interpersonal and teamwork skills to foster collaboration and maintain a positive work culture.
- Strong advocacy skills to support residents' needs and ensure their voices **are** heard.
- The ability to understand, prevent, and respond appropriately to challenging behaviors, with skills to manage and resolve pressurized situations.
- A creative and dynamic approach to service delivery, driving improvement and engagement.
- Significant experience in emergency accommodations, social services, or the hospitality industry.
- Strong leadership and organizational skills, with the ability to manage and motivate diverse teams.
- In-depth understanding of health and safety regulations and operational compliance standards.
- Proven ability to manage budgets effectively and deliver results within resource constraints.

Job Type: Full-time, Permanent

Pay: €50,000-€75,000 per year DOE

Additional pay: Performance bonus

Benefits:

- On-site parking
- Sick pay

Schedule:

- Day shift
- Monday to Friday
- Weekend availability
- On Call

Please apply below:

<https://ie.indeed.com/job/accommodation-centre-manager-6216e5b9a49c94a8>
(<https://ie.indeed.com/job/accommodation-centre-manager-6216e5b9a49c94a8>)

Region

Dublin 12

Date Entered/Updated

13th Mar, 2025

Expiry Date

13th May, 2025
