Accommodation Centre: Assistant Manager (https://www.activelink.ie/node/114412)

Job Summary:

The **Assistant Manager** plays a pivotal role in supporting the Centre Manager with the seamless daily operations of the refugee centre. In this role, you will contribute to creating a safe, secure, and nurturing environment that fosters a sense of community for both residents and staff. You will assist in delivering exceptional care and support to residents, ensuring their needs are met with dignity and compassion. Additionally, you will oversee key operational tasks, supervise a dedicated team of staff, and build strong partnerships with external organizations to enhance the services provided. This position offers an incredible opportunity to make a meaningful impact while developing leadership skills in a dynamic and rewarding setting.

Key Responsibilities:

Operational Support

- Collaborate with the General Manager to oversee daily operations, ensuring efficient and effective delivery of services that meet the needs of residents.
- Identify and address operational challenges promptly to maintain smooth workflows.

Resident Support

- Provide compassionate guidance and support to residents, proactively addressing their concerns, complaints, or incidents in a timely and professional manner.
- Foster a welcoming and inclusive environment, promoting the dignity and well-being of all residents.

Staff Supervision

- Lead and motivate a team of staff, ensuring they are well-trained, supported, and working in a positive environment.
- Conduct regular team meetings to ensure alignment on goals, share updates, and resolve any issues collaboratively.

Collaboration

- Build and maintain strong relationships with external organizations, including the International Protection Accommodation Service (IPAS), Health Service Executive (HSE), An Garda Síochána, and local community groups.
- Act as a key liaison to ensure the welfare, safety, and integration of residents through collaborative efforts.

Record Keeping

- Assist in maintaining accurate and up-to-date documentation, including resident records, incident reports, and operational logs.
- Prepare detailed reports for internal and external stakeholders as required.

Health & Safety Compliance

- Ensure the centre adheres to all health and safety regulations, proactively identifying and addressing potential risks.
- Promote a culture of safety and accountability among residents and staff.

Qualifications and Experience:

Leadership Skills

- Proven experience in managing and supporting teams in a fast-paced, dynamic environment, fostering collaboration and high performance.

Communication

- Exceptional verbal and written communication skills, enabling clear and empathetic interactions with residents, staff, and external stakeholders.

Cultural Competency

- Strong understanding of diverse cultural backgrounds, with a demonstrated ability to work effectively in multicultural settings and build inclusive environments.

IPAS Knowledge

- Familiarity with the International Protection Accommodation Service (IPAS) and its operational framework is a significant advantage.

Language Skills

- Proficiency in Arabic or other languages commonly spoken by refugees is highly desirable, offering enhanced support and connection with residents.

Problem-Solving

- **S**trong problem-solving skills, with the ability to handle complex situations calmly and effectively, ensuring positive outcomes for residents and staff alike.

Job Types: Full-time, Permanent

Pay: €40,000.00-€55,000.00 per year

Additional pay: Performance bonus

Benefits:

- On-site parking
- Sick pay

Schedule:

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

Work Location: On-site

Please apply below:
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Region
Dublin 12

Date Entered/Updated
13th Mar, 2025

Expiry Date
13th May, 2025