

CLINIC OPERATIONS MANAGER

CANDIDATE BRIEFING
DOCUMENT



MARCH 2024

ABOUT DUBLIN WELL WOMAN CENTRE

The Dublin Well Woman Centre (DWWC) was founded in 1978, with the aim of helping Irish women access family planning information and services.

Over the past 45 years, the DWWC has extended its range of services, and now provides broader-based primary healthcare services to women (and a small number of men).

Well Woman is a leading provider of women's sexual and reproductive health care, delivering healthcare and counselling services through over 30,000 consultations annually from its three Dublin clinics.

This is an exciting time for the DWWC, with a renewed strategic plan and a determination to use its voice to influence the women's health agenda nationally.



MISSION

Well Woman champions women's sexual health at every life stage and delivers the best possible advice and care to women.

GOVERNANCE

The Dublin Well Woman Centre is a registered charity, and is governed by a Board of Directors, which has strategic oversight of Well Woman. The Board sets Well Woman's direction and priorities, and ensures the organisation is effective and accountable. Board members give their time voluntarily and are not remunerated. Day-to-day management of the organisation is delegated to the Chief Executive, Alison Begas, who reports to the Board and works in partnership with management colleagues.

FINANCIAL INFORMATION

In the year ending December 2022, Dublin Well Woman Centre had total income in excess of €2.4m (an approximate 50 / 50 split between private income and HSE funding), and total expenditure in excess of €2m.

STAFF STRUCTURE

Dublin Well Woman Centre currently has 36 employees (a mix of full- and part-time) across its three clinics and Head Office.

VALUES

- ✓ In Well Woman, *excellence* is at the heart of what we do.
- ✓ We are *non-judgemental* in our treatment of patients and clients.
- ✓ Our *client centred* approach respects our patients and clients.
- ✓ We are *caring and supportive* in what we do.

You can visit DWWC's [website](#) for more information, including a full description of the organisation's vision, mission and values.

CONTEXT FOR APPOINTMENT

DWWC is seeking a new Clinic Operations Manager who will be an important member of the Management Team, and who will work to support the organisation in achieving its strategic objectives, as set out in the renewed strategic plan, by leading through advocacy, as well as managing the reception function, including confirming appointments, managing bookings, client/customer support and influencing the women's health agenda nationally.



Free Contraception



Whole life care for all women.

THE POSITION

Title	Clinic Operations Manager
Reporting to	Chief Executive
Direct Reports	Reception and Administration team of 13
Place of Work	Liffey Street, Pembroke Road, Coolock (each location must be visited at least once per week) Remote working on up to one day per week will be supported after initial onboarding is completed (c.3 months).
Working Hours	Full-time (37.5hrs), Preferred working hours: 9:00 AM – 5:30 PM, open to flexible hours (e.g., 8:00 AM – 4:30 PM or 8:30 AM – 5:00 PM) based on individual needs.
Nature of Post	Permanent (subject to completing probationary period)

ROLE SUMMARY

Reporting to the Chief Executive, the Clinic Operations Manager is a key member of the Management team. The Clinic Operations Manager will be committed to the mission of the organisation and will co-ordinate and ensure the smooth operation of the various processes that underpin delivery of high quality medical and counselling services across three clinics to enable the organisation to fulfil its mission effectively and deliver the best possible care for women.

The role is very much 'hands-on' and encompasses day-to-day management across many operational areas, all focused on improving performance, effectiveness and profitability in the clinics, and managing over 30 clinic staff (a combination of full and part-time Clinic Doctors, Clinic Nurses, Counsellors, Administration and Receptionists).

PRINCIPAL DUTIES & RESPONSIBILITIES

PEOPLE MANAGEMENT (c. 2–2.5 days per week)

In consultation with the Chief Executive and Medical Director:

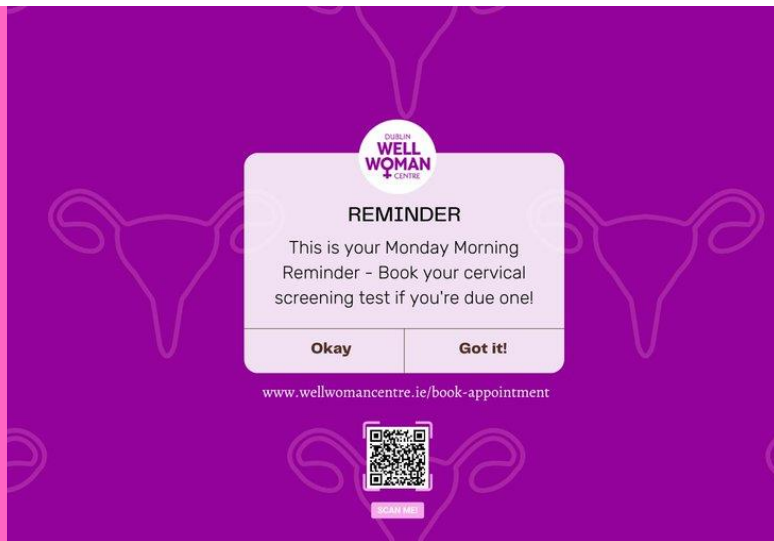
- Plan the use of Human Resources at clinic level, and co-ordinate clinic staff in each location to work together as a team.
- Determine staffing requirements, and interviews, hires and trains new Reception staff. S/he will also be required to interview, along with the Medical Director, new potential Clinic Doctors and Clinic Nurses.
- Manage clinic staff, including preparation of monthly clinic rotas, ensuring optimum coverage at times of peak demand, and approving / refusing Annual Leave requests
- Manage performance in respect of Receptionists and three Administrative roles.
- Manage – at first response level - any HR grievances or disciplinary issues that may arise.

CLINIC ADMINISTRATION / REPORTING (c. 1-1.5 days per week)

In consultation with the Finance Manager:

- Ensure monthly stock reconciliation is done in a timely manner and manage the ordering of clinic supplies/pharmaceuticals.
- Ensures daily reconciliation of clinic activity is done, and bank lodgements made in a timely manner, with discrepancies resolved.
- Ensure that necessary informational files are maintained and Ensures that weekly activity reports are submitted to Head Office.
- From time to time, and in collaboration with other members of the Management team, may be required to draft new protocols in respect of procedural changes at Reception and in respect of appointment-booking

(Note: Many of the above tasks may be devolved to the Clinic Operations Assistant, with overall responsibility (including reconciling any discrepancies) remaining with the Clinic Operations Manager)



PRINCIPAL DUTIES & RESPONSIBILITIES

BUDGETARY MANAGEMENT (c. 3 days per month)

The Clinic Operations Manager, as a member of the Management team, is actively involved in the annual budget process, including:

- ❑ Ensures clinics are run within budget, as far as expenditure is concerned
- ❑ Ensures - to the greatest possible extent – and taking into account periodic clinic staff vacancies, that clinics are booked to maximise income generation.
- ❑ Supports and collaborates with initiatives to market the organisation, develop the business or drive increased awareness of Well Woman.

COMMUNICATIONS, LOGISTICS AND I.T. (c. 1 day per week)

- ❑ Takes operational responsibility for resolving problems that may arise with the HPM software system, and for inputting appointments into the online booking platform (training will be given; some of this function may be devolved to the Clinic Operations Assistant).
- ❑ Ensure that any equipment used in the clinics – notably I.T. and medical equipment – is functioning at an acceptable standard, and advises Management colleagues on the current condition of equipment, and / or the need to replace
- ❑ Ensure that equipment is maintained to an acceptable standard (this may be devolved to the Clinic Operations Assistant, e.g., annual servicing of autoclaves).
- ❑ Communicate with Head Office, and with clinic staff, providing information to the Chief Executive, Medical Director and Finance Manager, and to colleagues and clinic staff by telephone, in written format, by email or in person.
- ❑ In exceptional circumstances, may be required to provide cover on the Reception desk.



PRINCIPAL DUTIES & RESPONSIBILITIES

KPIS/ PRIORITIES AFTER 6 MONTHS

After 6 months in the role, you will be expected to have achieved the following KPIs and priorities:

- ✓ You will have taken on a hands-on approach to the overall responsibility for day-to-day operational management of the three Well Woman clinics.
- ✓ You will have prioritised introducing yourself to every employee in each clinic, and understand their respective roles, and how they work as part of an inter-dependent clinic team in providing services.
- ✓ You will have understood how to manage the clinics to optimise effective service delivery, and profitability.
- ✓ You will have taken responsibility for all control procedures, including oversight of daily cash reports, weekly activity reports, monthly payroll reporting, etc.
- ✓ You will be fully able to manage People duties such as rotas, annual and sick leave requests, and performance management.

STAKEHOLDER RELATIONSHIP MANAGEMENT (Occasional)

- ❑ Manages day-to-day communications with third-party service providers to the clinics, such as alarm contractors, I.T. support, medical couriers, etc.
- ❑ In conjunction with the Chief Executive and / or Finance Manager, ensures that standard procedures are followed when third-parties are engaged, and that any third-party service providers properly execute the agreed terms and conditions.

(Note: Much of the above may be devolved to the Clinic Operations Assistant, including routine I.T. responsibilities, with the more sensitive I.T. functions remaining the purview of the Clinic Operations Manager)

QUALITY MANAGEMENT AND CUSTOMER SERVICE (Occasional)

- ❑ Works to improve clinic processes and policies, in line with Well Woman's regulatory / compliance obligations (which are the Chief Executive's responsibility)
- ❑ Along with the Medical Director, ensures adherence to agreed clinic protocols.
- ❑ Responsible for investigating any complaints received that are 'customer-service' related, and for issuing a response to the patient.
- ❑ Complaints relating to nursing/ medical staff are dealt with by the Medical Director.

These duties are a guide to the general range of responsibilities and are neither definitive nor restrictive. The post-holder may from time to time have to undertake any other duties commensurate with the post, as designated by the CEO. Some of the above may be devolved to the Clinic Operations Assistant.

PERSON PROFILE

DWWC is seeking a commercially focused, adaptable, and consultative Clinic Operations Manager. The successful candidate will be a self-starter who will work closely one-to-one with the Finance Manager, Medical Director and Chief Executive, and as a part of the Management Team, but can also work well on her / his own initiative and in a flexible working environment, and who welcomes the challenges that come in delivering landmark women's health services.

This role is based across the three clinics, and the Clinic Operations Manager will need to be able to manage the workload, while moving between locations.



CORE COMPETENCIES AND SKILLS

Criteria	Essential	Desirable
Minimum 5 years' experience in managing a retail or service organisation at branch level (previous experience managing a healthcare or not-for-profit organisation an advantage)	✓	
Third level qualification in a relevant field (e.g., Finance, Human Resources, Commerce, Management, or similar)		✓
Knowledge and experience in organisational effectiveness and operations management	✓	
In-depth understanding of HR best practices, employment laws, and regulatory compliance with experience of recruiting and developing staff	✓	
Strong commercial sensibility with an openness to new ways of doing things, adaptability and a commitment to innovation	✓	
Strong planning, organisational, time management skills with the ability to prioritise.	✓	
Experience of effectively managing change and inspiring teams to embrace transformation	✓	
Exceptional communication and interpersonal management skills (in respect of both employees and patients)	✓	
Awareness of financial and budgetary principles	✓	
Strong stakeholder management skills, with the ability to effectively engage with third party service providers	✓	
Excellent leadership skills with strong people management skills (e.g including managing professionals, and employees with a wide age-range)	✓	
Knowledge of business and management principles and practices	✓	
Excellent IT skills, particularly MS packages e.g., Word, Excel, Outlook	✓	
Strong team building and delegation skills	✓	
Excellent critical thinking and problem-solving skills.	✓	
Strong passion for DWWC's mission and vision	✓	

If this role is of interest to you and you believe you have what it takes to be successful, but don't necessarily believe that you meet every single criterion in the table above, please do still get in touch so we can discuss further how you may be a fit.

REMUNERATION

A competitive salary commensurate with experience is offered for this position.

Non-pay benefits include:

- 25 days Annual Leave
- Employee Assistance Programme
- Upon completion of your 6 months' probation period, you will be allowed up to 5 paid study leave days / calendar year, along with an annual training allowance of €1,270 (both subject to approval by the Chief Executive)



APPLICATION PROCESS

Recruitment for this role is being managed exclusively by 2into3.

If you are a dedicated professional with the drive to help to shape the future Dublin Well Woman Centre and a passion for making a difference, please send your CV and cover letter (in word document format only) to Helene McArdle. The closing date for applications is **Friday 26 April 2024**. All enquiries regarding the role will be held in strictest confidence.

- **Website** www.2into3.com
- **E-Mail** helene.mcardle@2into3.com
- **Address** The Academy, 42 Pearse St, Dublin D02 YX88
- **Telephone** + 353 1 574 0028

Dublin Well Woman Centre is an equal opportunities employer who believe that diversity is a strength in the workplace. We therefore welcome applications from suitably qualified candidates, irrespective of gender, disability, marital or parental status, racial, ethnic or social origin, colour, belief, religion or sexual orientation.