



10 Earlsfort Terrace, Dublin 2, D02 T380

0879012324

contactus@eplus.ie

Title of position: Operations & Compliance Manager

Reporting to: National Head of Finance & Operations

Salary: €60,000 p/a

Contract: Full time, permanent

Location: Ireland based, fully remote working with expectation to attend in person meetings where necessary

Empowerment Plus (Eplus) is dedicated to providing comprehensive support to children and families across Ireland. We offer a wide range of tailored services to address unique challenges, ensuring every individual receives the care and guidance they need to thrive within their communities. Our mission is to make a positive difference in the lives of those we support, fostering an environment where everyone can achieve their fullest potential.

EPlus provides professional, high-quality services to children, young people, and families facing various challenges such as abuse, neglect, emotional or behavioural issues, substance abuse, homelessness, family breakdown, living in care, mental health issues, and disabilities. With ambitious strategic plans to further grow and expand our offering, we are seeking to recruit an Operations & Compliance Manager to enhance our service delivery, regulatory compliance, and operational effectiveness.

Role Overview

The Operations & Compliance Manager is responsible for ensuring the smooth operational delivery of EPlus's social care services, maintaining high-quality case management, and ensuring compliance with regulatory bodies. This role is critical in supporting frontline managers and ensuring that service delivery meets the highest professional standards while working closely with the executive team to align operational and compliance priorities with organisational goals.

Key Responsibilities

1. Operational Management

- Oversee the day-to-day running of services to ensure effective and efficient operations.
- Work closely with the Head of Finance & Operations to ensure service operations align with financial and strategic objectives.
- Support service managers in case management, scheduling, and crisis intervention.

Empowerment Plus is a registered charity
Charity No: 19021

Company Limited by Guarantee
CRA No: 20074043

T/A Empowerment Plus CLG
Company No: 461361

Board of Trustees: N. Redmond (Chairperson), A. Tennyson (Vice Chairperson), T. Gaffney (Secretary), M. Donohoe, V. Noonan, R. Horta, J. O'Connell, A. Sammon.

- Drive operational efficiency and service improvement initiatives.
- Develop and implement operational policies, standards, and procedures in line with the organisation's strategic plan.
- Co-ordinate and participate in the out of hours on call support service.

2. Compliance & Quality Assurance

- Ensure full compliance with TUSLA, HSE, CORU, and GDPR regulations.
- Develop and implement policies that uphold safeguarding, quality assurance, and best practice standards.
- Conduct regular internal audits and service reviews to ensure adherence to compliance requirements.
- Lead preparation for external service audits and regulatory assessments.
- Support the Head of Finance & Operations & HR Manager in ensuring organisation-wide compliance measures are met.
- Ensure that all legal and regulatory documents are filed and monitored for compliance.

3. Risk Management & Safeguarding

- Identify risks related to service delivery and develop mitigation strategies.
- Ensure staff are trained and adhere to safeguarding and child protection policies.
- Work closely with the HR Manager to address performance management and staff concerns.
- Collaborate with the executive team to ensure risk management processes align with organisational policies.

4. Team Leadership & Development

- Provide direct support and oversight to the management team.
- Support training initiatives and professional development for frontline staff.
- Act as a key escalation point for complex cases and crisis interventions.
- Report to and work in close collaboration with the Head of Finance & Operations to implement strategic operational improvements.

Key requirements:

- Minimum 5 years of experience in social care, operations, or compliance management.
- In-depth knowledge of TUSLA, HSE, and CORU regulations.
- Proven ability to manage teams, case management, and operational challenges.
- Experience in policy development, quality assurance, and risk management.
- Strong leadership, communication, and problem-solving skills.
- Experience in service efficiency improvements and resource allocation.
- Familiarity with case management systems and digital transformation initiatives.
- Experience and strong proficiency in working with the Microsoft ecosystem.
- Postgraduate qualification in Social Care, Business Administration, or Compliance.

EPlus's Values are an integral part of our organisational culture. Dedicated to empowering children and families, we strive to create a supportive environment where everyone can thrive and reach their fullest potential. Our values shape our work, inspire our mission, and guide us in supporting youth and families every day.

The ideal candidate would possess the ability to understand, demonstrate and apply EPlus's Values of:

- **Integrity**
- **Excellence**
- **Respect**
- **Equality**
- **Care**
- **Compassion**
- **Child-centered**
- **Community**
- **Consistency**

Remuneration Package:

- Competitive salary of €60,000 p/a
- 23 days annual leave, increasing to 27 days with years of service

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- Travel/mileage & subsistence paid at the civil service rates
- Paid maternity leave
- Paid paternity leave
- Employee Assistance Programme
- Fully remote working
- Flexible working hours

Recruitment Process

For informal enquiries please contact valeriehogan@eplus.ie .

Completed applications (CV & cover letter addressing the key requirements of the post) should be sent to recruitment@eplus.ie with **Operations & Compliance Manager** in the subject line, as soon as possible and no later than 12pm Wednesday March 26th.

We are committed to fostering a diverse and inclusive workplace. If you are passionate about making a tangible impact in social care operations and compliance, we would love to hear from you!

Eplus is an equal-opportunity employer and welcomes applications from all backgrounds.

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