

## Career Opportunity - Operations Senior Manager Job Specification & Terms and Conditions

<b>Job Title and Grade</b>	Operations Senior Manager – Care
<b>Closing Date</b>	6th September 2024 at 3pm
<b>Location of Post</b>	Oberstown Children Detention Campus
<b>Contract Type</b>	Permanent Contract
<b>Salary Scale</b>	Grade VIII Salary Scale €79,057- €95,350
<b>Working Hours</b>	Hours of attendance will be fixed from time to time averaging 39 hours gross per week
<b>Annual Leave</b>	30 days annual leave pro rata.
<b>Reporting Relationship</b>	The person appointed to this position will report to the Deputy Director.
<b>Purpose of the Post</b>	<p>The Operations Senior Manager - Care will be a part of the senior operations management team for the campus. This role holder will work collaboratively and seamlessly with the Senior Operations Manager – Services and Integration for Young People.</p> <p>Living the Oberstown values, The Operations Senior Manager - Care must have the energy, passion and ambition to ensure that Oberstown provides the highest possible International standards of care for young people. In this role, the post holder will also be required to continue to develop the people, the processes, procedures and capability across the campus to help meet the best international standards in the delivery of care on the campus.</p> <p>In order to deliver a care model, through the CEHOP framework, that strives to uphold the very best standards for young people in detention, the Operations Senior Manager - Care will be responsible for the management, leadership and development of a cohesive, focused and effective group of Unit and Site Managers in the delivery of high quality services. The Operations Senior Manager - Care will ensure that the policies, programmes, standards and methods applicable to the delivery of services within the units are consistent with best practice, improved outcomes for young people through external regulatory requirements, which are subject to ongoing review and improvement.</p> <p>Possessing the energy, passion and enthusiasm of a dynamic leader, the Operation Senior Manager- Care, will have direct line management of Unit and Site Managers and will be responsible for supporting Unit and Site Managers to grow their leadership capability, to identify practical solutions to complex and diverse issues, in order to implement best practices at all levels of the organisation. Ensuring that the frontline teams are ready for 'everyday auditability' will be a key function of this role. This will require a continuous focus on standards and regular recording/reporting of these standards to the Senior Leadership team and Board of Management. The post holder will work collaboratively with the Senior Leadership Team to develop, implement, maintain and enhance the organisation's performance management systems, guidelines and practices to help align colleagues with the strategic goals of the organisation, providing coaching and assistance as required in line with best practice performance management.</p>

	<p>The Operations Senior Manager - Care will work support, supervise, develop and empower staff across the units in developing and implementing restorative work practices in a challenging environment.</p> <p>Oberstown has launched its strategy for 2022 – 2026 with some clear and ambitious objectives within the care area and with considerable focus on quality assurance.</p> <p>Oberstown is now seeking to fill this post in order to deliver on key elements of the strategy.</p>
<p><b>Principal Duties and Responsibilities</b></p>	<p><b>Principal Duties and Responsibilities</b></p> <p>Accountability for a designated department(s) of the Campus as assigned by the Director &amp; Deputy Director, which may include:</p> <ul style="list-style-type: none"> <li>• Provide visible, day-to-day leadership and direction on a busy campus ensuring that we are constantly striving for better and leading positively by example and through our values.</li> <li>• Seek, develop and implement better solutions through a continuous improvement approach that inspires other to develop and learn.</li> <li>• Ensure that the units collectively move toward and maintenance of a readiness for audits at any time. An ‘everyday auditability’ of the units will need to be an embedded and lived experience in the units.</li> <li>• Drive continuous and real improvement in the processes and procedures to ensure <b>optimal operational management</b> on a daily basis. Ensure, through the unit and site managers, that the frontline care staff are sufficiently equipped and fit for purpose at all times.</li> <li>• Maintains budgetary responsibility and accountability for ensuring that the delegated services of the post operate within the agreed budgetary levels and maintains expenditure control within agreed limits ensuring compliance with all financial regulation.</li> <li>• Strive towards 100% compliance with all of our rules and look at new requirements in a pro-active way.</li> <li>• Within the care area, drive the provision of quality assurance for record keeping and report writing in relation to young people. This will involve regular auditing of our CMS system to ensure quality input and reporting.</li> <li>• Provide monitoring, oversight and leadership in the area of restrictive practice; ensuring best practice and adherence to procedures as set out by the Children’s Rights Policy Framework.</li> <li>• Work with HR to ensure a workforce planning and Talent strategy approach to resourcing the units. This will include an annual recruitment plan.</li> <li>• Within operations, ensure systems of staff cover are applied in line with standard norms and budgetary requirements.</li> <li>• Develop systems in conjunction with Unit/Site Managers that provide quality assurance regarding the delivery of excellence to our young people.</li> <li>• Ensure that recommendations falling out of care audits and inspections are actioned and implemented.</li> </ul>

- Support Deputy Director in the implementation and delivery of the Oberstown strategic plan by engaging colleagues and professionals to ensure strategic objectives are implemented in line with the organisation’s mission, vision and values.
- Support Unit & Site Managers in designing and implementing quality control measures in your area of responsibility.
- Work with Unit and Site Managers and other professionals to identify practical and child-centred solutions to complex and diverse issues of young people and the organisation.
- Working collaborative with the CPO and HR Team, Implement, maintain and enhance the organisation’s performance management systems, guidelines and practices to help align colleagues with the strategic goals of the organisation, providing coaching and assistance as required in line with best practice performance management.
- Work in partnership with colleagues and other professionals to meet the holistic needs of the young people in line with the CEHOP Model of Care and the Children’s Rights Policy Framework and Rules.
- Ensure the development of relationships and communications within internal and external stakeholders to optimise the potential for effective and efficient service delivery.
- Work in partnership with in-service therapeutic services to develop service provision to meet the holistic needs of the young people in line with the CEHOP Model of Care and the Children’s Rights Policy Framework and Rules.
- Ensure that the policies, programmes and standards as set out in the Children’s Rights Policy Framework and Rules are applicable to the delivery of services consistent with best practice, improved outcomes for young people through external regulatory requirements, which are subject to ongoing review and improvement.
- Accountable for ensuring consistency across your areas of responsibility in adherence to CEHOP framework and CRPF.
- Plan and manage resources allocated with a focus on ensuring financial and resource allocation an outputs are consistent with needs and objectives.
- Work with colleagues to streamline workflows and maximise the sharing of information so as to ensure a child-centred approach with appropriate resource allocation.
- Work collaboratively with the L&D function to ensure that training and development is planned and executed as per plan.
- Support the development of an implementation plan for mapping Children’s Rights Policy Framework into campus systems in designated area of responsibility.
- To develop strong positive internal relationships in a developing performance management environment.
- Managing staff resources in line with agreed resource allocation.
- Discharge the application of all policies and procedures relevant to the workforce
- Direct staff in the discharge of duties and assume short term operational control where exigencies require.

- Develop plans and implement decision making frameworks for exigencies
- Attend and chair meetings as required in your area of responsibility.
- Hold a 'whole campus view' and not to hold 'own area of responsibility' focus.

**Standards, Policies, Procedures & Legislation:**

- Contribute to the development of policies and procedures for young people with regard to designated area of responsibility.
- Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility.
- Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met
- Maintain own knowledge of relevant regulations and legislation e.g., Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts etc.
- Promotes an integrated management approach to ensure good governance and accountability in line with best practice and policy
- Determine policy, quality, performance and risk with appropriate responses within the operational systems.
- Ensure compliance with legislation, national standards and external regulatory requirements as they relate to Oberstown.
- Review and ensure implementation of improvement and corrective actions arising from regulatory assessments of Oberstown.
- Maintain a broad knowledge of policies and procedures of the organisation.
- Pursue continuous professional development in order to develop management expertise and professional knowledge.
- Develop an in-depth knowledge of the workings and standards of the Health Information and Quality Authority (HIQA) Standards and other standards as they apply to the role.
- Hold responsibility for compliance against policy/audits (CEHOP/ CRPF/ HIQA) in designated area of responsibility to ascertain if current practice meets best standards and oversee actions taken to improve practice and service delivery.

**The above duties are not intended to be a comprehensive list of all responsibilities involved and consequently, the post holder may be required to perform other duties as appropriate to the post, which may be assigned to him/her from time to time, and to contribute to the development of the post while in office.**

**Confidentiality**

In the course of employment, the successful candidate will have access to, or hear information concerning the medical or personal affairs of young people and/or staff, or other service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, young

	<p>people or other service business be divulged or discussed except in the performance of normal duty. In addition, physical and electronic records must never be treated in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required.</p>
<p><b>Professional Knowledge &amp; Experience</b></p>	<p>The Ideal candidate shall demonstrate the ability to deliver on the following competencies;</p> <p><b>Professional Knowledge &amp; Experience</b>  <b>Demonstrates:</b></p> <ul style="list-style-type: none"> <li>• An ability to plan and achieve short, medium and long term goals through significant operational control that positively impacts the care of young people.</li> <li>• A comprehensive understanding of our Mission, Vision and Values .</li> <li>• A knowledge of the Children Act 2001 and national children’s/youth justice policy and international standards, with experience of implementing these standards in practice.</li> <li>• A knowledge of existing structures and procedures in the provision of secure and residential accommodation services for children and young people.</li> <li>• A proven ability to provide strong leadership, management and direction.</li> <li>• A high level of competence in the management of staff, performance management and budgetary control.</li> <li>• Experience of adequately manage staffing, financial resources, capital infrastructure health and safety and emergency planning.</li> <li>• Experience of strategic planning, implementation and a record of delivery.</li> <li>• A track record of effective change management, quality service delivery and improvement.</li> <li>• Initiative and management skills necessary to lead and foster change.</li> <li>• An understanding of the criminal justice and care systems.</li> <li>• Interpersonal, influencing and networking skills.</li> <li>• Capability to engender commitment to high standards of service provision.</li> <li>• Strong ICT skills including MS Office &amp; MS Excel and use of email.</li> </ul> <p><b>Managing &amp; Delivering Results (Operational Excellence)</b>  <b>Demonstrates:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate a resilient, determined and passionate approach to delivery.</li> <li>• Be a creative, positive problem solver with a ‘can do’ attitude .</li> <li>• Initiates and takes personal responsibility for delivering results and services to ensure the safe and secure operations on the campus.</li> <li>• Balances strategy and operational detail to meet campus needs.</li> <li>• Manages multiple agendas and tasks and reallocates resources to manage changes in focus.</li> <li>• Makes optimum use of resources and implements performance measures to deliver on objectives.</li> <li>• Ensures the optimal use of ICT and new delivery models.</li> <li>• Critically reviews projects and activities to ensure their effectiveness and that they meet campus requirements.</li> <li>• Instils the importance of efficiencies, value for money and meeting governance requirements.</li> </ul>

- Ensures team are focused and act on campus plans and priorities, even when faced with pressure.

**Leadership, Direction and Team Working Skills**

**Demonstrates:**

- Be a visible, energetic and enthusiastic leader that inspires other to continuously learn and improve.
- Seeks innovative, thought provoking and creative solutions through great team working.
- Has a strong future focused approach and vision for the campus and moves continuously in line with our strategic goals.
- Fosters a culture of collaboration and team working and sets up proactive and delivery focused teams.
- Effective leadership in a challenging and busy environment including a track record of the delivery of measurable improvements through key initiatives.
- Ability to support, supervise, develop and empower staff in changing work practices in a challenging environment within existing resources.
- Evidence of being a positive agent of change and performance improvement.
- Ability to work with multi-disciplinary team members and other stakeholders to facilitate high performance, developing and achieving clear and realistic objectives.
- Flexibility and adaptability to meet the requirements of the role.

**Critical Analysis, Problem Solving & Decision Making**

**Demonstrates:**

- The ability to demonstrate previous experience of decision making on the basis that the best interests of the child are protected and that the voice of the child is heard and taken into account in decisions made.
- The ability to demonstrate a clear decision-making framework and considers the impact of decisions before taking action.
- The ability to evaluate complex information/challenging situations from a variety of sources and make effective decisions.
- Significant experience in effective operational problem solving utilising an inclusive approach which fosters learning and self-reliance amongst teams.
- The ability to consider the range of options available, involve other parties at the appropriate time and level, to make balanced and timely decisions.
- Assembles facts, manipulates verbal and numerical information and thinks through issues logically.
- Takes action, making decisions in a timely manner and having the courage to see them through
- Makes sound and well-informed decisions, understanding their impact and implications.

**Building & Maintaining Relationships**

**Demonstrates:**

- A track record demonstrating commitment to children and young people, especially those with experience of disadvantage, trauma and/or offending behaviour.

- Excellent interpersonal and communication skills to facilitate work with a wide range of individuals and groups.
- The ability to lead, direct and influence multiple stakeholders and ensure buy-in to plans and their implementations.
- A track record of building and maintaining key internal and external relationships in achieving organisational goals.
- An ability to influence and negotiate effectively in furthering the objectives of the role.
- Effective conflict management skills.

**Communication Skills**

**Demonstrate:**

- Visible, personable and resilient approach to all communications.
- Speaks and writes in a clear, articulate and impactful manner.
- Manages and resolves conflicts / disagreements in a positive & constructive manner.
- Persuades others; builds consensus, gains co-operation from others to obtain information and accomplish goals.
- Works effectively, recognising & managing tensions arising from different stakeholders perspectives.
- Proactively engages with colleagues at all levels of the organisation and across other Departments/ Organisations and builds strong professional networks.
- The ability to present information clearly, concisely and confidently when speaking and in writing, tailoring to meet the needs of the audience.
- Excellent written communication skills including the ability to produce professional reports.

**Commitment to a Quality Service**

**Demonstrate:**

- A core belief in and passion for the rights and interests of young people and the continued delivery of safe and secure services on the campus.
- Resilience, maintaining composure including in adverse or challenging situations.
- Promotion of a culture that fosters the highest standards of ethics and integrity.
- An ability to cope with competing demands without a diminution in performance.
- Places strong emphasis on achieving high standards of excellence.

**Health**

A candidate must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service, which will include sporting and leisure activities as well as an ability to be fully involved in physical restraints where necessary (training will be provided).

**Character**

Each candidate must be of good character.

**Age**

	<p>Candidates should be aware that a maximum recruitment age will apply to this competition. Candidates must not yet be 67 years of age on the closing date and time for the competition.</p>
<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/or experience</b></p>	<p><b>Essential Qualifications:</b>          A level 8 degree in a relevant discipline e.g. Social Care, Youth Work and Community etc.          Be eligible for CORU registration.</p> <p><b>Essential Experience:</b>          Have at least 5 years' experience in a leadership or management role with a proven track record in delivering high level quality care, preferably to vulnerable young people with complex needs</p>
<p><b>Application and Selection Process</b></p>	<p><b>The Application and Selection Process</b></p> <p><b>How to Apply</b>          Applications must be made by submitting the following documents:</p> <ul style="list-style-type: none"> <li>• A <b>short cover letter</b> outlining why you wish to be considered for the post and where you believe your skills, experience and values meet the requirements of the position.</li> <li>• A comprehensive <b>CV</b>, which must include an outline of your education to date (including level on NFQ) and months of work experience to date.</li> <li>• Completion of the <b>competency questions form</b> (available to download from <a href="http://www.oberstown.com">www.oberstown.com</a>)</li> </ul> <p>Applicants should send a CV, cover letter and a competency based application form to <a href="mailto:RecruitmentMail@oberstown.com">RecruitmentMail@oberstown.com</a> by the <b>6<sup>th</sup> September 2024</b> at 3pm.</p> <p>Only fully submitted applications will be accepted into the campaign. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that Oberstown is satisfied that such a person fulfils the essential requirements.</p> <p><b>Selection Methods</b>          Oberstown will run the selection process in accordance with best recruitment practices. The approach employed comprise of a series of assessments administered over a number of stages, which may include:</p> <ul style="list-style-type: none"> <li>• Shortlisting of candidates on the basis of the information contained in their application.</li> <li>• Competitive interview(s).</li> <li>• Psychometric Assessment.</li> </ul> <p><b>Shortlisting</b>          In the event of a shortlisting exercise being employed, an expert board will examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.</p> <p><b>Other important information</b>          Oberstown will not be responsible for refunding any expenses incurred by candidates. The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Oberstown and/or employing authority is</p>



satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Prior to recommending any candidate for appointment to this position, Oberstown will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should a person recommended for appointment decline, or having accepted it, relinquish it, Oberstown may at its discretion, select and recommend other persons for appointment on the results of this selection process.

Candidates should make themselves available on the date(s) specified by Oberstown.

Successful candidates may be placed on a panel from which future vacancies may be filled.

**Confidentiality**

Subject to the provisions of the Freedom of Information Acts 1997 and 2013, applications will be treated in strict confidence.

All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those who are directly involved in the selection process.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

**Deeming of candidature to be withdrawn**

Candidates who do not attend for interview or other test when and where required by Oberstown, or who do not, when requested, furnish such evidence as Oberstown require in regard to any matter relevant to their candidature will have no further claim to consideration.

**Candidates' Obligations**

A third party must not impersonate a candidate at any stage of the process. Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine and /or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- where s/he has not been appointed to a post, s/he will be disqualified as a candidate; and
- Where s/he has been appointed subsequently to the recruitment process in question, s/he shall forfeit that appointment.

<b>Other requirements of the role</b>	<b>Driving License</b> Successful candidates will be required to hold a current full clean Driving Licence or be willing to work towards obtaining their full Driving Licence.
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