



## **Job Advertisement: Quality & Safety Manager** **(Open to Public Competition)**

Family Carers Ireland (FCI) is *the* national charity supporting family carers across the country who dedicate their lives to caring for loved ones such as children or adults with physical or intellectual disabilities, frail older people, those with palliative care needs or those living with chronic illnesses or addiction. We provide a range of supports and services for family carers nationally from our local support centres.

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Family Carers Ireland is seeking a dynamic and ambitious candidate to fill the role of **Quality & Safety Manager**.

The Quality & Safety Manager at Family Carers Ireland will take the lead in developing and managing the Organisation's quality, safety, and risk programmes in line with legislation, regulations and best practice. The role is instrumental in supporting managers in integrating quality and continuous improvement practices while upholding the highest standards of service delivery throughout the Organisation, across Carer Supports and Home Support Services in line with organisational policies and procedures. This key role is part of the Senior Management Team (SMT).

### **Role Criteria**

The Quality & Safety Manager will have the following qualifications, training and experience:

- Degree or Masters level qualification or other relevant healthcare/quality management qualification;
- A minimum of five (5) years proven experience in healthcare quality, safety and risk management, quality improvement, or a related role.
- Strong understanding of quality and safety standards.
- Excellent communication and interpersonal skills.
- Ability to evaluate training needs and implement development programmes.
- Knowledge of relevant legislation and regulations.
- Certification in risk management or quality improvement is a plus.
- Completion of Safeguarding of Vulnerable Adults Designated Officer/ Designated Liaison Persons training is preferable.
- Experience in the Home Support Services sector is desirable.

The Quality & Safety Manager will have the following skills and attributes:

- Be fully IT proficient particularly in MS Office (Excel, Word and PowerPoint) and other relevant IT systems. Experience using Eloomi and/ or ViClarity is desirable.
- Strong written and oral communications skills are essential.
- Be able to demonstrate a high level of attention to detail.
- Have a proactive and strong work ethic with excellent communication, interpersonal, problem solving, conflict management, customer service and decision-making skills.
- Can work in a dynamic, challenging and sometimes physically remote environment.
- Be able to demonstrate strong cross-functional teamwork skills.
- Be capable of working independently, managing own workload and reporting on progress in an effective manner.
- Full clean driving licence with ability to travel to Family Carers Ireland's locations nationally as required.

### **Terms & Conditions**

- Permanent, full-time contract (37 hours per week across Monday to Friday).
- We are seeking a candidate based in the Midlands or Dublin regions. The Quality & Safety team work a hybrid model with flexibility to work from home. The successful candidate will have an opportunity to work from our Tullamore or Kingswood offices depending on their home location. If the successful candidate is Dublin based, they will be required to travel to the Tullamore office to meet with their line manager and colleagues an agreed number of times each month.

\*Prospective candidates may contact us on the email address below for a copy of the job description or details regarding the terms and conditions of the role if they wish.

### **Application Process**

Applicants are invited to submit their up-to date CV and cover letter demonstrating how they meet the above criteria to [recruitment@familycarers.ie](mailto:recruitment@familycarers.ie) no later than **Tuesday, 8<sup>th</sup> October 2024**.