

Operations Senior Manager – Services & Integration

Job Specification & Terms and Conditions

Job Title and Grade	Operations Senior Manager – Services & Integration
Closing Date	13 th August 2026 @ 5pm
Location of Post	Oberstown Children Detention Campus
Contract Type	Full time permanent
Salary Scale	The salary for this post ranges from € 83,912 to € 101,206 per annum. Secure Unit Allowance
Working Hours	Hours of attendance will be fixed from time to time but will amount to not less than 35 hours net per week.
Annual Leave	30 days annual leave pro rata & 10 bank holidays.
Reporting Relationship	The person appointed to the position of Operation Senior Manager will report to the Deputy Director or designated person.
Purpose of the Post	The Operations Senior Manager - Services and Integration for Young People 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 – Care. Living the Oberstown values, The Operations Senior Manager - Services and Integration for Young People 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. 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 - Services and Integration for Young People 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 - Services and Integration for Young People 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. The post holder will work collaboratively with the Senior Management Team to develop, implement, maintain and enhance the organisation's performance management systems, guidelines and practices to align colleagues with the

	strategic goals of the organisation, taking action, providing support and assistance as required.
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Principal Duties and Responsibilities

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Accountability for a designated department(s) of the Campus as assigned by the Director & Deputy Director, which may include:

- 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.
- Seek, develop and implement better solutions through a continuous improvement approach that inspires other to develop and learn.
- 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.
- Lead, manage and support the operational needs of the Campus in collaboration with the Senior Leadership team, Unit and Site Managers and other professionals.
- Provide innovative, relevant and practical insights and solutions to ensure the continuous development of the Oberstown Campus.
- 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.
- Manage the in-reach Multi-disciplinary Team meetings with Forensic Child and Adult Adolescence Mental Health Services and The Assessment, Consultation and Therapeutic Services for young people on campus.
- Implement, maintain and enhance the organisation's performance management systems, guidelines and practices for young people referred to our in-reach services on campus.
- 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 with internal and external stakeholders to optimise the potential for effective and efficient service delivery.
- Plan and manage resources allocated with a focus on ensuring financial and resource allocation outputs are consistent with needs and objectives.
- Accountable for the delivery and continuous development of high standards of excellence to deliver quality service in the designated area of responsibility of Multidisciplinary Teams and Placement Planning Meetings.

- Conduct regular and qualitative and data driven, service evaluation of in-reach and campus services with all relevant stakeholders to ensure continuous improvement of service delivery, ensuring service is being delivered in the most efficient and effective way.
- Ensure that the policies, programmes and standards as set out in the Children's Rights Policy Framework and Rules applicable to the delivery of services that are consistent with best practice and improved outcomes for young people through external regulatory requirements.
- Support the on-going review and continuous development of policies, procedures and programmes within the organisation.
- Accountable for ensuring consistency and quality assurance across your areas of responsibility with regard to the CEHOP and Children's Rights Policy Framework.
- Support the development of an implementation plan for mapping Children's Rights Policy Framework into campus systems in designated area of responsibility.
- Support the development of process mapping of the young people's journey Through Care.
- Oversight of the change to realise the placement planning goals, including communications, stakeholder management, benefits realisation tracking and reporting, scope management, risk management, governance and status reporting.
- Hold a campus wide view of 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.
- Promote 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.
- Have a working knowledge 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 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.

Professional Knowledge & Experience

Candidates must be able to demonstrate clearly at interview that they possess the full range of competencies as set out below.

Commitment to providing a Quality Service

- Demonstrates a strong commitment to the delivery of quality service.
- Display awareness and appreciation of the young person and the ability to empathise with and treat others with dignity and respect.
- Demonstrates integrity and ethical stance.
- Demonstrate motivation, initiative and an innovative approach to job and service developments, is flexible and open to change.

Teamwork

- Demonstrate the ability to work on own initiative as well as part of a team.
- Adopts a collaborative approach to patient care by co-ordination of care / interventions and interdisciplinary team working.
- Demonstrate strong interpersonal skills including the ability to build and maintain relationships. Fosters good professional work relationships between colleagues.
- Demonstrates the ability to lead on clinical practice.

Problem Solving & Decision Making

- Demonstrates evidence-based decision-making, using sound analytical and problem-solving ability.

- Shows sound professional judgement in decision-making.
- Uses a range of information sources and knows how to access relevant information to address issues.
- Demonstrate resilience and composure in dealing with difficult situations.

Communications & Interpersonal Skills

- Demonstrate strong communication skills - presents written information in a concise, accurate and structured manner.
- Demonstrates the ability to influence others effectively.
- Anticipates and recognises the emotional reactions of others when delivering sensitive messages.
- Maintains effective working relationships with other departments and contributes to multidisciplinary quality and service improvement meetings.

Specialist Knowledge, Expertise & Self Development

- Demonstrate practitioner competence and professionalism.
- Demonstrate the ability to relate nursing research to nursing practice.
- Demonstrate an awareness of relevant legislation and policy e.g., health and safety, infection control etc.
- Demonstrate a commitment to continuing professional development.
- Demonstrate a willingness to develop IT skills relevant to the role.

Eligibility Criteria Qualifications and/ or experience

Essential Criteria

- A level 7 degree in a relevant discipline e.g. Social Care, Youth Work and Community etc.
- 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
- CORU

Desirable Criteria

A recognised security-specific qualification, such as:

- Experience working within health, justice, education, or residential care settings.
- Knowledge of public frameworks.

Application and Selection Process

How to apply

Applications must be made by submitting the following documents:

- A **short cover letter** 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.
- A comprehensive **CV**, which must include an outline of your education to date (including level on NFQ) and months of work experience to date.

In order to apply for the post of please forward the above requested information via email to RecruitmentMail@oberstown.com **before 13th August 2026 @ 5pm.**

Selection Methods

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:

- shortlisting of candidates, on the basis of the information contained in their application.
- competitive interview.
- Presentation

Shortlisting

Shortlisting will apply CVs will be assess 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 your CV and Cover Letter.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED – YOU WILL NOT RECEIVE AN EMAIL IF YOU HAVENT BEEN SHORTLISTED FOR INTERVIEW

Other important information

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 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. This panel will initially be for a 12-month period with the possibility of an extension by a further 12 months.

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.

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

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.

Other requirements of the role- Driving Licence

Successful candidates will be required to hold a current full clean Driving Licence – Category B, prior to commencement of employment.