

Operations Manager – Advocacy Organisation

At Osborne, we believe in making a difference by connecting exceptional talent with meaningful opportunities. We are proud to announce our partnership with a leading mental health organization as we embark on the search for a dedicated and compassionate Senior Operations Manager. This is a full-time permanent position that goes beyond the traditional scope of operations management — it's an opportunity to contribute to the vital field of mental health services.

As the Senior Operations Manager, you will play a pivotal role in the efficient functioning of the mental health organization, contributing to its growth and impact. This role is tailored for someone who not only possesses exceptional organizational and administrative skills but is also driven by a genuine empathy for the challenges individuals face on their mental health journeys.

The Organisation:

Through the facilitation of service user empowerment, *Peer Advocacy in Mental Health* supports people to speak up, speak out and regain control of their lives. Peer Advocacy in Mental Health places a self-experience of mental/emotional health problems at the centre of its work to help understand peers in their journey of recovery and help them to reclaim their right to full and equal participation in their community and to seek appropriate support when their mental health is challenged. The Organisation believes peer-advocacy has a unique role to play in accompanying people experiencing mental/emotional distress throughout Ireland on this journey.

Peer Advocacy in Mental Health are seeking to appoint an Operations Services Manager. This is a stand-alone position that will develop and enhance the Operations Services infrastructure to support the Organisation's continued growth and sustainability.

Location: Blended working arrangements (Mon-Fri 35 hrs pw)

Job Status: Permanent, Full Time

Reporting to: Chief Executive Officer

Person Profile

Peer Advocacy in Mental Health are seeking someone with a proven record of Operations services management, excellent leadership, organisational and interpersonal skills to ensure the effective execution of activities. The postholder will be an exceptional communicator with a clear understanding and passion for Peer Advocacy in Mental Health's purpose, aims and objectives and in line with its ethos has lived experience of mental health challenges. They will have a proven ability in undertaking challenging projects while still meeting demanding deadlines. They will also appreciate the importance of strong governance, be committed to ensuring the Organisation can continue to succeed in the work it does and will continually act in the best interests of the Organisation.

Role and Responsibilities:

Management of Services Operations:

- Provide proactive guidance to regional managers aligned with the organizational vision.
- Ensure effective service implementation and coordination, emphasizing efficiency and quality.
- Drive Services Work and Resource Planning meetings, ensuring clarity and monthly actions.
- Oversee end-to-end peer advocacy support services, ensuring continuous improvement.

Leadership Management:

- Conduct formal and informal meetings with direct reports.
- Support individual managers in work-related queries and challenges.
- Develop team working within the Services department.
- Foster good relationships with managers and staff, contributing to a positive team culture.

Stakeholder Engagement:

- Work closely with the CEO in preparing for Service Level Agreement Meetings with Funders.
- Collaborate on funding applications and progress reporting.
- Identify peer advocacy service needs of existing and new service users.
- Attend key stakeholder meetings to build relationships and deliver on annual plans.

Strategic Management:

- Contribute to the strategic direction of the organization as a Senior Management Team member.
- Support the CEO in delivering organizational strategic priorities.
- Manage relationships with Regional Managers for satisfaction and operational effectiveness.
- Propose innovative ways to improve the advocacy service.

Qualifications, Experience, and Skills:

- Qualifications: Primary degree, preferably in a relevant area; Post-graduate qualification in Management preferred.
- Experience: 5+ years in Operations Management, preferably in the not-for-profit sector.
- Skills: Strong people and project management, strategic planning, and team-working skills.
- Knowledge: Familiarity with health systems, mental health services, and human rights supports.
- As this is a peer-run/peer-led organisation it is essential that the candidate has self-experience of Mental Health Challenges

Additional Requirements:

- Full driving license and own car (essential for travel within Ireland).
- Post subject to Garda clearance.

If you are passionate about mental health advocacy, possess the required qualifications and experience, and are ready to make a difference, apply with your resume to maisie.doyle@osborne.ie or call 01 6384400 for more information.