



Providing professional and caring support to individuals and families throughout County Clare

With over 50 years of service to the people of Clare; Clarecare is a professional social enterprise organisation with charitable status, providing a range of people centred social services to individuals and families in County Clare. Current services provided include Family Support, Elderly Care Services, Counselling and Bushypark Residential Addiction Treatment Centre. Clarecare employs circa 400 employees in Co. Clare. Our headquarters are based in Ennis with local offices in Shannon, Kilrush, Killaloe, Bushypark and Ennistymon. Further information is available on www.clarecare.ie www.bushypark.ie

JOB DESCRIPTION

TITLE: HR Generalist – Full-time, Permanent role

DESCRIPTION OF ROLE: This is an excellent opportunity to join the HR team in a fast-paced, changing environment. **We are seeking a HR professional who is highly motivated, organised, loves a challenge and has a can-do attitude to provide HR services to the Homecare Team in Clarecare (circa 300+ employees) with flexibility to deliver HR support across other Clarecare Services as required.** Suitable candidates will have significant experience of working in a busy HR environment with various stakeholders, and have the ability to support numerous services within the one organisation.

In line with Clarecare's Strategic Plan and in partnership with the HR Manager/Senior Management Team, you will be instrumental in strengthening and driving the HR function to meet Service objectives.

You will be responsible for the delivery and implementation of a range of generalist HR services and the provision of advice and guidance on HR issues to management and staff, in order to support Clarecare in the achievement of its goals.

JOB RELATIONS: The HR Generalist will report to the HR Manager.

HOURS OF WORK: Monday to Friday 9.30 a.m. – 5.00 p.m. (inclusive of 30 mins. paid break per day) i.e. 35 work hours per week. You will be required to be flexible regarding your work hours which may include some evening work on an adhoc basis.

ANNUAL LEAVE ENTITLEMENT: Yearly Annual Leave entitlement for this full-time role is 26 days per annum. Leave year runs from 1st January – 31st December inclusive.

JOB LOCATION: The normal office base for this position will be Clarecare's Ennis office. You may, if required, be assigned by your Line Manager or designate; to the organisation's other places of business/centre locations. You will be given as much notice of any such change of place of work as is reasonably practicable.

TRAVEL: The successful candidate will be required to travel within Co. Clare to our other Centre locations. Therefore, flexibility and willingness to travel is required. You will be required to use your private car to travel for work purposes and must indemnify Clarecare in respect of same.

RESPONSIBILITIES OF THE POSITION:

SPECIFIC RESPONSIBILITIES:

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| <p>Recruitment & Selection</p> <ul style="list-style-type: none"> ▪ Develop effective recruitment strategies and drive the Service’s internal and external recruitment activity with the HR Manager from start to finish of process, including the delivery of the Service’s Induction programme and the processing/issuing of contracts and employment screening, etc. ▪ Lead recruitment processes including creating job descriptions and advertisements, shortlisting candidates and conducting interviews through to onboarding of successful candidates. ▪ Work with senior and line managers in supporting and identifying staffing resources required for various Services/projects. ▪ Support succession planning and career development within the Service. |
| <p>Training & Development</p> <ul style="list-style-type: none"> ▪ Devise, deliver and evaluate presentations and training to Managers and staff on various HR areas: e.g. policies & procedures, induction training, line management training, coaching/mentoring/leadership, HR Processes/ initiatives, etc. ▪ Ensure all employee HR/Training files are in order and in compliance with best practice/GDPR legislation. ▪ Develop, update and maintain formal reporting systems for HR/Training data and provide timely/accurate HR/Training reports as required. |
| <p>Health & Safety Management</p> <ul style="list-style-type: none"> ▪ Support employee health & safety and well-being agenda through the development of appropriate and comprehensive policies and procedures to promote employee welfare and a positive and safe work environment focusing on accident and ill health reduction throughout the Service. |
| <p>Coaching & Mentoring</p> <ul style="list-style-type: none"> ▪ Support and coach Senior Managers/Line Managers to ensure they handle ER or grievance matters in line with best practice and Service policies & procedures. ▪ Establish and maintain relationships with Management, staff and third parties, to develop and grow the HR function within Clarecare. |
| <p>Policies & Procedures</p> <ul style="list-style-type: none"> ▪ Drive HR procedures and objectives and contribute to the development of employee capabilities through recruitment and selection, development of employee relations and engagement, training and development, management information and general HR administration. ▪ In line with Service objectives, support the HR Manager in the development of appropriate HR policies and procedures to ensure that legislative requirements and best practice is adhered to. |

Formal Processes / Project Management

- Carry out formal investigations, disciplinary hearings, mediation meetings, and assist with any grievance issues, etc.
- Project manage HR initiatives (e.g. Performance Management system implementation, Accreditation/HIQA and Service Level Agreement compliance projects, etc) from initial stages through to implementation.

HR/Training Budgets/Financial controls

- Identify areas for cost control and optimisation.
- Work closely with Finance and HR Manager to set, review and monitor the HR annual budgets.

HR Information Systems

- Assist with the sourcing/development/implementation of further HR/Training systems and Performance Management Systems and roll-out same.
- Enhance the current use of any internal HR systems ensuring information is up to date, accurate and can provide regular and meaningful reports.
- Adept at using Social Media platforms and MS Teams/Zoom/Whatsapp, etc.

General HR Administration

- Carry out general HR administration duties accurately and efficiently e.g. payroll administration, sick leave administration, pension admin, issuing contract of employments, updating data files on a weekly/monthly basis, issuing and filing HR/Training documentation etc.
- Provide HR operational support on a range of areas including, absence management, employee attrition, HR reports and internal and external audit preparation as appropriate.
- Conduct Exit meetings with staff.
- Lead/Participate in ad-hoc projects as requested by your Line Manager/Senior Management Team.
- Attain and exceed targets and KPIs for this role.
- Attend Supervision meetings with your Line Manager.
- Carry out any other duties as assigned, for the enhancement and development of HR function/Service goals.

ESSENTIAL REQUIREMENTS:**Education / Experience & Knowledge**

- Qualified to Degree level (QQI Level 8) in Human Resource Management or another related field.
- Minimum of 3 years current experience, working in a HR Generalist role, preferably in a Healthcare or related field.
- Excellent knowledge of Irish employment legislation and best practices.
- Proven track record of undertaking formal investigations, facilitating disciplinary hearings and handling grievance issues and writing accurate and comprehensive formal reports.
- Proven track record of project managing HR initiatives to completion.
- Be willing to support Line Managers and staff, devoting time to share expertise and experience.

Skills & Abilities

- Excellent IT skills (Microsoft Office) including HR database experience (Clarecare currently uses SAGEHR and OneTouch Homecare IT System).
- Proven track record of devising, delivering presentations and training to groups.
- Experience of partnering with and influencing senior stakeholders.
- Excellent communication (written and verbal) and interpersonal skills together with conflict management skills.
- Excellent HR administration skills with a keen eye for detail and accuracy.
- Sound knowledge of GDPR principles.
- Ideally experienced in the use of MS Teams, Rainbow and other social media platforms.
- Flexibility regarding work hours and willingness to travel for work purposes.

Personal Attributes

- Must be a self-starter who is motivated and capable of managing and prioritising their own workload in a demanding environment and capable of working on own initiative across a wide range of HR areas
- Team player and willingness to help others.
- This position requires high level administration skills. Therefore, a keen eye for detail and ensuring accuracy of work undertaken to ensure full completion of processes is essential.
- A calm and confident manner with the ability to deal with difficult situations objectively is essential for this role.
- Excellent organisational skills as the role requires the capacity to work in a demanding post; managing time, commitments and priorities effectively.
- Ability to maintain confidentiality in all areas of work at all times, and as per Clarecare Policies & Procedures.
- Ability to promote and maintain boundaries and professional conduct at all times.
- Empathy with the aims, goals and values of Clarecare with a commitment to support delivery to meet these.

Other requirements

- A positive 'fit to work' medical.
- A positive Garda vetting reference.
- Two positive written references from current and most recent employer.
- Hold a full current driving licence, have your own transport and be willing to travel on behalf of Clarecare and indemnify Clarecare in respect of this.

Remuneration

The gross salary for this position is commensurate with experience and is available upon request.

NOTE: The foregoing contains an outline of the main duties and cannot be complete. Tasks may arise which may not appear to fall within this job description. You will be required to respond flexibly when adhoc tasks arise which are not specifically covered in this job description. This includes additional duties which may arise from an operational perspective or from future legislation affecting the Charities sector.