

## **Quality Environmental Health & Safety (QEHS) Manager (12-month contract)**

### **The Role**

The main purpose of the role is to cover for a period of maternity leave to ensure that we maintain our high Quality, and Environmental standards (ISO 13485;2016, ISO 9001;2015, and ISO14001;2015) and H&S and to further enhance and develop this high-performing function in the business and identify ways to add further value and opportunities.

### **Main Duties:**

1. Implement monitor and maintain the Quality Management System.
2. Support the growth and development of new technologies, systems, and business areas,
3. Assist in training and education of Homecare Staff to raise the profile and standards of Quality Health & Safety and Environmental within the organisation,
4. Assist in ensuring the highest standards of customer service is reflected in all aspects of procedures, processes, and the culture of the company,
5. Ensure that corrective and preventative actions for actual or potential processes and/or systems deficiencies are identified and implemented,
6. Actively explore continuous improvements of the company's processes and procedures in order to increase efficiencies of resources, reduce wastage and maximize customer service and satisfaction,
7. Champion quality process and procedures within the organisation and update and advise where necessary,
8. Build and maintain effective key relationships with other departments and internal customers,
9. Encourage and implement effective channels of communication and ensure consistency in approach in all communications,
10. Monitor and control internal & external audit findings to close out,
11. Schedule and conduct Internal Audits within the organization,
12. Assist colleagues when needed particularly with Complaints and CAPAs,
13. Monitor and control Complaints and CAPAs,
14. Review and monitor Environmental Aspects within the organization,
15. Prepare and submit Environmental data to external organisations as required,
16. Investigate any Accidents or Incidents and ensure the necessary corrective and preventative measure(s) are implemented,
17. Conduct Health and Safety Risk Assessments as required,
18. Prepare, host and record minutes of annual Management Review, prepare & issue meeting minutes report, raise and monitor any corrective actions identified,
19. Ensure the required Health and Safety inspections are carried out as required and followed,
20. Perform additional ad hoc tasks as required by the Company. The duties listed are not exhaustive.

### **Skills and Experience:**

- A highly self-motivated individual, with excellent organisational and communication skills,
- Excellent listening skills which will enable you to recommend specific solutions, based on audit, evidence and justification,
- Ethical with an empathetic approach you will have the ability to identify our internal customers' needs and offer realistic solutions,
- Experience in a similar quality and safety role required,
- Experience of audits in SME and multi-national environments,
- A good understanding and practical experience of how a business operates,
- Excellent attention to detail

### **Qualifications:**

Business Cert or Diploma in quality management and or health and safety QQI manual handling training preferred.

### **Core Competencies:**

- **Customer Focus-** Demonstrate a high standard of customer service, striving to exceed the customer's needs, both internal and external. Takes Responsibility for problems and queries and ensures the customer is satisfied. Is polite and courteous and builds rapport with customers.
- **Communicating Effectively-** Demonstrates the ability to communicate clearly at all levels, verbally and in writing. Is clear, concise and easy to understand. Seeks others' views and encourages contributions. Ensures information reaches the relevant people and that messages are understood.
- **Team working-** Develops positive working relationships with colleagues. Offers advice and assistance when required. Sharing knowledge and experience. Contributes to team effectiveness.
- **Results Orientation Including Planning and Organisation -** Demonstrates the ability to achieve results, changing direction as and when necessary. Can plan and organise workstation and daily tasks to assist performance and achieve objectives. Manages the delivery of service daily. Identifies what needs to be achieved and develops plans to deliver optimum results within constraints. Monitors progress adjusting plans when required. Keeps organised and accurate records.
- **Contributing to the future of the organisation -** Is motivated to play a role in the organisations business. Is enthusiastic about the direction of the company and supports changes to achieve company aims. Seeks to develop own role and career and seeks to learn and develop new skills and knowledge. Goes beyond the defined role.