Job Description and Person Specification

Job Title:	Quality, Safety & Risk Manager	**Reporting To (Name):**	Director of Quality, Safety & Risk
Date:	October 2026	**Location:**	National Office/ Hybrid

Summary

Acquired Brain Injury Ireland (ABI Ireland) is the country's leading provider of community-based neuro-rehabilitation services for people living with an acquired brain injury. Each year we support hundreds of individuals and families, working across Ireland to deliver specialist rehabilitation, influence policy, and rais awareness of brain health. Our mission is to passionately serve and empower people impacted by brain injury through personalised rehabilitation and relentless advocacy. Every day we work with survivors of brain injury in their homes and communities, in our Clubhouses and residences, helping them to work towards achieving their personal goals and maximising their independence

The Quality, Safety & Risk Manager is responsible for supporting the implementation, monitoring and continuous improvement of ABI Ireland's Quality, Safety & Risk (QSR) Framework across all services and support functions. The postholder will work closely with operational and departmental managers to ensure compliance with regulatory, statutory, accreditation and organisational requirements.

The role will coordinate quality improvement activities, manage audit programmes, support risk management processes, oversee incident trend analysis, contribute to safeguarding and health and safety initiatives, and support GDPR compliance activities. The QSR Manager will play a key role in embedding a culture of continuous improvement, learning, person-centred practice, and safety throughout the organisation. The postholder will work collaboratively with managers, Persons in Charge (PICs), interdisciplinary teams and support departments to ensure services are delivered in accordance with best practice standards, regulatory requirements and organisational policies.

Key Duties and Responsibilities

Leadership, Quality & Governance

- Provide leadership and support in the implementation, monitoring and continuous improvement of quality, safety, safeguarding, risk and governance systems across the organisation.

- Provide guidance and support to managers and teams in relation to regulatory compliance, organisational standards, accreditation requirements and best practice.
- Foster a culture of quality, accountability, continuous improvement and person-centred service delivery.
- Act as a subject matter resource in relation to quality, safeguarding, risk management, governance and regulatory compliance.
- Promote the meaningful involvement of persons served in quality improvement and service development initiatives.
- Maintain knowledge of legislation, regulations and sector best practice, benchmarking organisational practices where appropriate.
- Work collaboratively with managers and stakeholders to support organisational compliance and quality assurance objectives.
- Prepare agendas for and, where required, chair Quality and other governance committees, including Health & Safety, Safeguarding, Human Rights and Infection Prevention & Control Committees, promoting active participation, collaboration and accountability.
- Coordinate and monitor actions arising from governance committee meetings, ensuring recommendations are progressed, tracked and escalated where required.
- Develop and maintain strong working relationships with both internal and external stakeholders.

Quality Improvement

- Support the implementation and ongoing development of the organisational Quality Framework.
- Coordinate and complete internal audits, self-assessments and quality reviews in line with organisational schedules.
- Analyse audit outcomes and identify trends, areas for improvement and examples of good practice.
- Support managers and teams to develop, implement and monitor quality improvement plans and corrective actions.
- Coordinate service evaluations and quality monitoring activities.
- Facilitate the collection and analysis of stakeholder feedback and support quality improvement initiatives arising from findings.
- Promote continuous quality improvement through the identification, sharing and implementation of best practice across services and departments.

Regulatory Compliance, Accreditation & Standards

- Support services in achieving and maintaining compliance with applicable regulatory, accreditation and organisational standards.
- Coordinate and support organisational readiness for HIQA inspections, CARF surveys and other external reviews.
- Support managers and departments in identifying, monitoring and addressing gaps in compliance with regulatory and accreditation requirements.
- Assist in the implementation and monitoring of systems to support continuous compliance with HIQA regulations, CARF standards and organisational requirements.
- Coordinate gap analyses, evidence gathering, action tracking and documentation required for inspections, surveys and accreditation activities.

- Support the development, implementation and monitoring of compliance and quality improvement action plans arising from inspections, surveys, audits and reviews.
- Maintain systems for tracking inspection outcomes, accreditation requirements, compliance actions and regulatory commitments.
- Assist with the administration of regulatory and accreditation activities, including applications, submissions, statutory returns and correspondence with relevant bodies.
- Support communication, awareness and education initiatives relating to regulatory requirements, accreditation standards and quality improvement.
- Facilitate organisational learning and the sharing of best practice arising from inspections, accreditation reviews, audits and service evaluations.
- Support the ongoing monitoring of CARF standards across services and departments throughout the accreditation cycle.
- Assist in the coordination of organisational preparations for CARF surveys, including gap analyses, evidence collation and action plan monitoring.
- Maintain oversight of accreditation-related documentation, evidence repositories and compliance tracking systems.
- Analyse inspection, accreditation and audit findings, identifying trends, areas for improvement and examples of best practice.
- Prepare reports, updates and recommendations on regulatory compliance and accreditation performance for governance committees and senior management.
- Maintain knowledge of developments in legislation, regulatory requirements and accreditation standards and support their implementation across the organisation**.**

Risk Management

- Maintain and support the organisational risk management framework.
- Coordinate the review and maintenance of local and organisational risk registers.
- Support managers in completing risk assessments and developing appropriate control measures and mitigation plans.
- Monitor progress of risk actions and escalate concerns where required.
- Support the investigation and review of significant incidents, adverse events and organisational risks.
- Maintain systems for tracking corrective and preventative actions arising from incidents, audits and reviews.
- Prepare risk reports, analyses and updates for governance committees, senior management and regulatory bodies as required.

Health & Safety

- Support organisational compliance with health and safety legislation, standards and organisational requirements.
- Coordinate health and safety audits, inspections and monitoring activities.
- Review accident, incident and near-miss reports to identify trends, learning opportunities and improvement actions.
- Support managers in undertaking investigations and implementing corrective and preventative actions.
- Monitor completion of risk assessments and health and safety action plans.
- Assist in the development, review and implementation of health and safety policies, procedures and guidance documents.
- Coordinate organisational health and safety reporting requirements.

- Support the delivery and monitoring of mandatory health and safety training.
- Promote a positive safety culture and initiatives aimed at reducing risk and improving safety outcomes.

Safeguarding & Trust in Care

- Support the implementation and monitoring of safeguarding and Trust in Care policies and procedures across all services.
- Maintain oversight of safeguarding concerns, Trust in Care investigations and associated records.
- Monitor safeguarding audits, reviews and compliance activities.
- Support managers in meeting organisational and regulatory safeguarding requirements.
- Analyse safeguarding data, identify trends and prepare reports for governance and oversight committees.
- Act as National Safeguarding Coordinator, maintaining organisational oversight of safeguarding practices and systems.

GDPR & Information Governance

- Support the implementation and monitoring of GDPR and information governance requirements.
- Maintain data protection records, registers and tracking systems.
- Coordinate GDPR awareness and training initiatives.
- Assist in responding to data protection incidents, breaches and information requests.
- Coordinate Data Subject Access Requests (DSARs) in accordance with legislative requirements.
- Support the review and development of policies, procedures and guidance relating to data protection and information governance.

Policy Development & Governance

- Coordinate the review cycle for organisational policies, procedures and guidelines.
- Maintain document control systems, ensuring effective version control and adherence to review schedules.
- Support managers and departments in the development, review and revision of policies and procedures.
- Monitor compliance with organisational policy review requirements.
- Provide administrative and governance support to committees and organisational governance structures as required.

Reporting & Performance Monitoring

- Collate and analyse quality, safety, safeguarding, risk and compliance data from across the organisation.
- Prepare reports, dashboards and performance updates for managers, governance committees, senior management and regulatory bodies.
- Monitor progress against quality improvement plans, compliance actions and risk mitigation measures.
- Identify trends, risks and opportunities for improvement and provide evidence-based recommendations.
- Present findings, reports and recommendations to relevant governance and management forums as required.

This job description is not intended to be an exhaustive list of duties. The post holder may be required to undertake additional responsibilities consistent with the requirements of the role and the needs of ABI Ireland. The duties and responsibilities of the post may be reviewed and amended from time to time to reflect changing organisational priorities, service developments and legislative requirements.

Qualifications / Experience

Essential Criteria

- Honours Degree (Level 8) in Health Services Management, Quality Management, Healthcare, Social Care, Nursing, Allied Health or related discipline.
- Minimum 3 years' experience in quality, safety, risk, regulatory compliance or governance within health or social care services.
- Demonstrable knowledge of HIQA standards, regulatory compliance and quality improvement methodologies.
- Experience conducting audits, service reviews and quality improvement initiatives.
- Knowledge of risk management processes and risk assessment methodologies.
- Strong report writing, analytical and data interpretation skills.
- Experience developing effective working relationships with interdisciplinary teams.
- Proficiency in Microsoft Office applications and reporting systems.

Desirable Criteria

- Qualification in Quality, Risk, Governance or Healthcare Management.
- Experience supporting CARF accreditation processes.
- Knowledge of GDPR and data protection requirements.
- Experience within disability, rehabilitation or community-based services.

Competencies

Relentless Compassion
Consistently demonstrates empathy, understanding and emotional presence in all interactions with persons served, families and colleagues.

Person-Centred Practice & Humility
Places the individual at the centre of all decisions showing humility, respect and sensitivity to each person's unique needs, strengths and experiences

Strong and Adaptive Communication
Communicates clearly, confidently and sensitively with a wide range of audiences, adjusting style and approach to ensure understanding and trust

Collaborative Working
Develops effective relationships across services and departments and works constructively to achieve organisational goals.

Analytical Thinking
Uses data and evidence to identify trends, solve problems and support decision making.

Continuous Improvement
Demonstrates commitment to learning, innovation and embedding best practice throughout the organisation.

Other Requirements

- Travel as required.
- Full driving licence with access to a vehicle.
- The applicant should be in good physical and mental health.
- Availability to work flexible hours
- The appointee is expected to be available after normal hours and within a reasonable time to deal with emergencies. The person appointed shall also work reasonable additional hours as required.
- Employees must attend training days and educational updates.
- Sharing learning experiences across all ABI Ireland services

Remuneration

- Salary range €57856 - €75210 – DOE
- Annual salary increments for applicable roles
- Flexible working and Work Life Balance Initiatives in place
- 26 annual leave days per annum
- 2 discretionary days annual leave (Good Friday & Christmas Eve)
- Access to contributory pension scheme
- Free life cover benefit (2 times gross salary tax free)
- Generous paid sick leave (6 months full and 6 months half pay) based on service
- Paid maternity leave
- Long service awards
- Revenue approved mileage rates
- Comprehensive induction and training programme including specialist brain injury training
- Career development opportunities
- Employee Assistance programme
- Bike to work scheme
- Access to health care staff Credit Union

This Job Description is not intended to be a comprehensive list of all duties 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. As circumstances change it may be necessary to review the responsibilities outlined above. This will be done in consultation with the post holder.

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