

Job Title:	Quality, Safety and Compliance Coordinator
Location:	CTC Head Office, Blanchardstown Corporate Park, Ballycoolin, Dublin 15
Other Locations	This position follows a hybrid model, with three days per week based at the CTC Head Office in Dublin and two days working remotely from home. The role also involves regular travel to Coolmine Services across the East, Mid-West, and Southwest regions.
Reports to:	Clinical Quality Safety Manager
Hours:	35 hours per week. Some out of hour's work required.
Salary:	€55,000
Contract Term	12 Month Fixed Term Contract
Purpose:	The Quality, Safety and Compliance Coordinator will work in support of the CQSM with a particular focus on organisational compliance in a number of areas including Corporate Governance commitments and obligations (mandatory statutory reporting), Health and Safety, Facilities/Building compliance and GDPR. The post holder will support the development, implementation and maintenance of robust quality assurance frameworks and systems as directed by the CQSM.
Contact Email:	dylan.murphy@coolminetc.ie
Application Ref.	HR/DUB/ADM/QSCC/1225

Coolmine is a leading drug and alcohol treatment service providing community, day and residential services to men and women with problematic substance use and their families in Ireland established since 1973. Coolmine Therapeutic Community believes that everyone should have the opportunity to overcome addiction and lead a fulfilled and productive life.

Role Responsibilities: (Include, but not limited to)

Compliance & Quality Assurance Frameworks

- Ensure compliance with governance codes, statutory and regulatory requirements, including building compliance, health and safety (with specific attention to fire safety and security), and GDPR.
- This role will support the clinical governance structures that are in place to manage, monitor and report on the quality and safety of services across Coolmine in conjunction with the CQSM.
- The post holder will be required in conjunction with the CQSM to support and develop structures, systems and processes across Coolmine to deliver on the broader quality agenda and ensure compliance with regulatory standards and requirements.
- Establish and maintain systems of continuous review to underpin organizational compliance.
- Coordinate preparation for internal and external compliance audits, ensuring working groups, communication processes, and action plans are in place.
- Oversee the implementation of action plans that demonstrate completion and assurance to regulators, funders, and oversight bodies.
- Develop and maintain a robust and comprehensive system to record and monitor Coolmine's compliance improvement actions, audit outcomes, and governance review projects.
- Responsible for the development and implementation of action plans for enhancing Coolmine's governance frameworks, ensuring they reflect up-to-date compliance standards and statutory obligations.
- Ensure that compliance-related information, including risks, incidents, and trends, is readily available to the CQMS, SMT and Standing Committees.
- Produce quantitative and qualitative reports and data as requested , to inform decision-making and ensure regulatory assurance
- Attend the Audit and Risk Committee when the CQMS is unavailable or on request to report on specific agenda items.
- Assist with the implementation and review of the framework for monitoring and validating training delivery and implementation practice for the Head of Services.



- Monitor and track the compliance with accredited staff in the areas of professional body registration (CORU, ACI, other prof. bodies)

Health and Safety and Building Compliance

- Oversee building compliance across all Coolmine sites, ensuring that all buildings meet statutory requirements, health and safety regulations, and fire safety standards in line with national legislation and organizational policy.
- Act as lead / point of contact for Coolmine with contractors undertaking upgrade, repair or maintenance projects
- Develop and maintain an 'Approved Contractors' list for Coolmine
- Review and standardise processes for the appointment, management, and performance review of building maintenance providers, health and safety, and fire safety service providers to ensure consistency and compliance across all locations.
- Implement and monitor a building compliance register, capturing inspection schedules, certification renewals, and follow-up actions to ensure full visibility and accountability across all Coolmine properties.
- Oversee the Leasing requirements of new buildings and liaise with the relevant H&S providers

GDPR Compliance Safety and Compliance

- Act as the Organization's Data Protection Officer (DPO) ensuring a data governance framework is in place and adhered to.
- Providing oversight and leadership on all matters relating to data protection, privacy legislation, and GDPR compliance across Coolmine.
- Ensure GDPR Policies and Procedures are in place
- Provide training and guidance to staff on GDPR compliance, data handling best practices, and the organization's obligations under privacy legislation.
- Monitor, review, and report on data protection compliance, including managing data breaches, conducting audits, and ensuring timely reporting to regulators and relevant internal governance committees.
- Attend as required at review meetings with our outsourced IT services provider (Qualcom)



Health and Safety

- Ensure the safety, health requirements are met across all Coolmine services
- Support the CQSM as required with any review of or actions arising in relation to the Risk Register.
- Chair the Health and Safety Committee, leading regular meetings to review safety performance, incidents, and compliance with statutory requirements across all Coolmine sites.
- Ensure compliance with health and safety legislation, policies, and procedures, including fire safety, risk assessments, and workplace safety standards.
- Monitor, review, and report on health and safety performance, including accidents, incidents, and near misses, to the CQSM and on request to the Audit and Risk Committee
- Develop and implement health and safety improvement plans, providing guidance, training, and support to staff to mitigate risks and promote a culture of safety throughout the organization.

This role in conjunction with the CQSM will have responsibility for spreading learning from Incidents to reduce the possibility of these recurring, spread learning from good practice to ensure rapid uptake across Coolmine and develop insights that predict harm and put actions in place to prevent this occurring, support the development of systems of care that are inherently safe.

Person Specification:

Eligibility to Work (Essential)

- Must have a valid Irish Work Permit for the EU and Ireland.

Education (Essential)

- Primary Degree in a Health-Related discipline or Health and Safety discipline (Level 8)

Desirable:

- Qualification in Quality & Safety or Risk Management, Health and Safety, Building Management, Data Protection.

Experience (Desirable)

- Familiar with Community Services
- Familiar with Mental Health services
- Familiar with HSE Addiction services
- Can understand the dynamics and interface between the individual and the community.
- Familiar with various evidence-based models of rehabilitation, counselling, and recovery approaches.
- Experience of the implementation and evaluation of care planning/case management
- Experience of group facilitation.
- Has experience and understands the importance and implications of working as part of a team.

Knowledge & Skills

Essential:

- Knowledge of Risk Management processes and Quality Improvement
- Knowledge and experience of a healthcare setting
- Worked with marginalised communities (homelessness, Addiction, mental health)
- Has managed teams
- Comprehensive knowledge of relevant healthcare legislation and regulations
- Has excellent communication and listening skills.
- Enjoys working with people, is approachable, and demonstrates warm and friendly mannerisms.
- Is clear and explicit about professional and personal boundaries.
- Strong interpersonal skills.
- Clear written and verbal communication skills.
- High IT literacy skills.

- Have a “can do” attitude and a positive solution focused approach to problem solving and conflict resolution.

Desirable:

- Strong interpersonal and communication skill
- Professionalism and discretion with ability to manage sensitive situations in confidence and with tact and diplomacy
- Proven capacity to deliver clear reports, documentation and presentations to a range of stakeholders, internally and externally.
- Experience and working knowledge of risk management strategy and systems

Benefits:

- Double time for Sunday and Bank Holiday shifts
- Bike to work scheme
- Company pension
- Employee assistance program
- On-site parking
- Sick pay

Application Process:

Interested candidates who meet the Person Specification requirements should send their CV & cover letter with application reference code to Dylan Murphy, HR Coordinator at dylan.murphy@coolminetc.ie

Please quote this application reference **HR/DUB/SDL/QSCC/1225**

The closing date for applications is **Thursday 17th of December 2025**.

Coolmine Therapeutic Community is an equal opportunities employer.

Please find our Candidate Privacy Notice - <https://www.coolmine.ie/candidate-privacy-notice/>