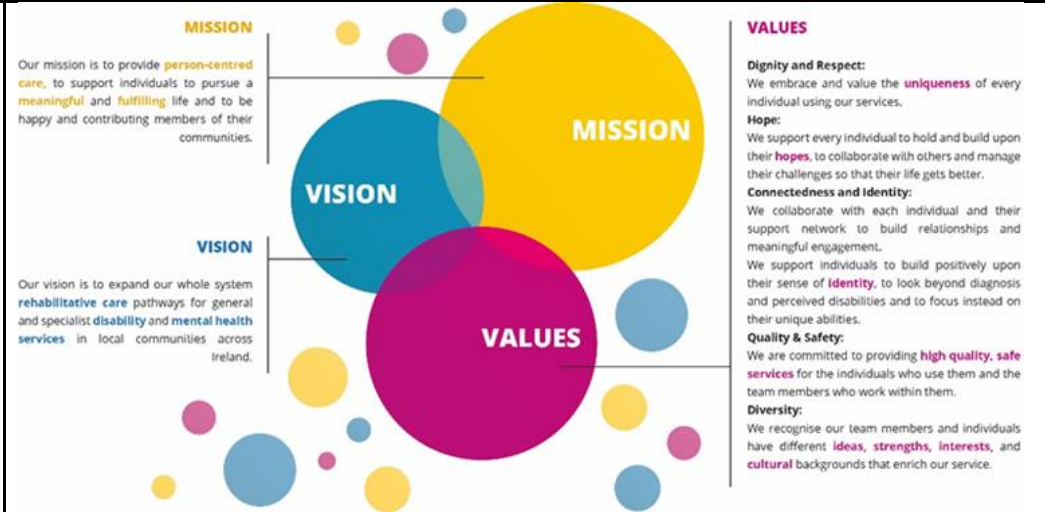


Job Description	Registration Manager
<p>Introduction to Nua Healthcare Services</p>	<p>Our values At Nua Healthcare Services, we are committed to delivering high-quality care and supporting individuals to live meaningful lives. We value diversity, inclusion, professionalism, accountability, and respect, and we expect every team member to contribute positively to that culture.</p> <p>About the organisation Nua Healthcare Services is one of Ireland’s leading private residential care providers for people with intellectual disabilities and mental health needs. Established in 2004, Nua provides Residential, Supported Living, Day, and Community Outreach Services to children and adults with a range of complex support needs.</p> <p>We are proud of our facilities, our teams, and our commitment to creating a workplace where staff can develop, contribute, and make a real difference.</p> <p>Additional note This job description is intended to be a guide to the main responsibilities of the role and is not exhaustive. Duties may evolve in line with the needs of the organisation.</p>
<p>Mission, Vision and Values</p>	 <p>MISSION Our mission is to provide person-centred care, to support individuals to pursue a meaningful and fulfilling life and to be happy and contributing members of their communities.</p> <p>VISION Our vision is to expand our whole system rehabilitative care pathways for general and specialist disability and mental health services in local communities across Ireland.</p> <p>VALUES Dignity and Respect: We embrace and value the uniqueness of every individual using our services. Hope: We support every individual to hold and build upon their hopes, to collaborate with others and manage their challenges so that their life gets better. Connectedness and Identity: We collaborate with each individual and their support network to build relationships and meaningful engagement. We support individuals to build positively upon their sense of identity, to look beyond diagnosis and perceived disabilities and to focus instead on their unique abilities. Quality & Safety: We are committed to providing high quality, safe services for the individuals who use them and the team members who work within them. Diversity: We recognise our team members and individuals have different ideas, strengths, interests, and cultural backgrounds that enrich our service.</p>
<p>Key Responsibilities</p>	<p>Role purpose The Registration Manager will lead and coordinate all HIQA and Mental Health Commission registration, re-registration, notification, and compliance-related activity across assigned services. The role ensures that regulatory submissions are accurate, timely, and well governed, while supporting inspection readiness, service compliance, and quality improvement across the organisation.</p> <p>Reporting to the Divisional Chief Operating Officer as HIQA Registered Provider Representative, the Registration Manager works closely with internal stakeholders, key corporate functions and external stakeholders to maintain a strong regulatory framework and high standards of compliance.</p>

Regulatory compliance and registrations

- Manage all assigned HIQA and Mental Health Commission registration, re-registration, notification, and statutory submission activity.
- Prepare, review, and submit HIQA notifications through the HIQA portal.
- Coordinate HIQA and MHC applications, re-registration packs, Verification of Compliance submissions, and related documentation.
- Track and follow up on regulatory actions, including HIQA KES, PICPPIM documentation, and action plans.
- Support inspection readiness across Approved Centres and Community Residences.

Governance and reporting

- Maintain and update governance and compliance records, including HIQA Governance Reporting Tools
- Compile and distribute weekly reports, Key Data Set reports, and governance updates to senior stakeholders.
- Review operational systems and governance tools to ensure accuracy, completeness, and consistency of compliance data.
- Maintain accurate records of statutory requirements, alerts, and reporting timelines.

Operational coordination

- Monitor and report on operational data such as staff hours, Softworks reports, property matrices, and resource or recruitment tools.
- Ensure all regulatory documentation for Approved Centres and Community Residences remains current, including SOPs, house brochures, and annual review alerts.
- Support fire safety compliance through maintenance of Fire Evacuation Reports and live registers.
- Participate in Quality and Safety meetings, including minute-taking where required.
- Complete assigned tasks accurately and within required timelines.

Stakeholder engagement

- Manage communications between the Chief Operating Officer as Registered Provider Representative and external regulatory bodies, including HIQA and the Mental Health Commission.
- Liaise with HIQA and MHC representatives to support effective engagement and inspection readiness.
- Collaborate with internal stakeholders as required.
- Support a culture of compliance, continuous improvement, and best practice across services.

Reporting & Key Relationships	<ul style="list-style-type: none"> ▪ Directly reporting to the Divisional Chief Operating Officer / HIQA Registered Provider Representative. ▪ In direct reporting relationships; Area Chief Operating Officers, Director of Nursing, Person in Charge, Operations Department, Finance Department, Quality Assurance Department, Human Resources Department, Building & Planning Department, Mental Health Administrator, HIQA Registration Office and the Mental Health Commission.
Authority Levels	<ul style="list-style-type: none"> ▪ Process internal communications between departments ▪ Process day to day communication with external stakeholders and subject to final approvals all registration and statutory notifications with our regulators and customers.
Qualifications, Skills, Competencies and/or Knowledge	<p>Essential</p> <ul style="list-style-type: none"> ▪ A relevant third-level qualification in health and social care, nursing, business, governance, law, or a related discipline, or substantial equivalent experience. ▪ Experience working in healthcare, social care, compliance, governance, quality assurance, or a regulatory environment. ▪ Strong written and verbal communication skills. ▪ Excellent attention to detail and the ability to manage multiple priorities and deadlines. ▪ Strong administrative, organisational, and reporting skills. ▪ Proficiency in Microsoft Office, particularly Excel, Word, and PowerPoint. ▪ Ability to handle confidential information appropriately and professionally. <p>Desirable</p> <ul style="list-style-type: none"> ▪ Knowledge of HIQA and Mental Health Commission registration and compliance processes. ▪ Experience supporting inspections, statutory submissions, or governance reporting. ▪ Experience with data analysis, dashboards, or structured reporting tools. ▪ Training or experience in quality improvement, Lean, project coordination, or risk management. <p>Competencies and attributes</p> <ul style="list-style-type: none"> ▪ Highly organised and methodical. ▪ Reliable, flexible, and open to change. ▪ Strong analytical and problem-solving ability. ▪ Confident working independently and as part of a wider team. ▪ Able to build effective working relationships at all levels. ▪ Calm under pressure and able to manage competing demands. ▪ Committed to quality, compliance, and continuous improvement.



Post Holder: (Print Name)			
Post Holder: (Signature)		Date:	
Line Manager: (Print Name)			
Line Manager: (Signature)		Date:	