



Job Advert: Careline Administrator (Open to Public Competition)

Family Carers Ireland (FCI) is *the* national charity supporting over 500,000 family carers across the country who dedicate their lives to caring for loved ones such as children or adults with physical or intellectual disabilities, frail older people, those with palliative care needs or those living with chronic illnesses or addiction. We provide a range of services and supports for family carers nationally from our local support centres.

Family Carers Ireland is seeking to recruit a motivated and enthusiastic candidate for the role of **Careline Administrator**.

The Careline Administrator will work with the Careline Manager to provide a telephone/email information, guidance and support service for family carers through the National Freephone Careline. The Careline Administrator will be responsible for answering, logging and reporting on calls and communications to the Careline through the Organisation's Client Record Management (CRM) system and will also be responsible for assisting the Careline Manager with the recruitment, training and rostering of Careline volunteers, ensuring the Careline is appropriately resourced.

The key objective for the Careline Administrator is to respond to the caller in line with training, policies and procedures provided by the Organisation in order to effectively deal with these calls.

Role Criteria: The successful candidate should possess the following qualifications, skills & attributes:

- Must be educated to Leaving Certificate or equivalent.
- Excellent ICT skills with experience of using Client Record Management systems beneficial.
- Ideally the candidate will have direct experience of working on a help-line.
- Past or current experience in a caring role or working directly to support the needs of family carers in a social care / community setting would prove beneficial.
- A self-motivated person who is committed to supporting Family Carers and the mission of Family Carers Ireland.
- Excellent oral, empathic communication skills and the ability to establish rapport with a diverse range of people.
- Excellent listening skills and patience as well as the ability to deal with difficult situations including strong emotions.
- Ability to work under pressure, make clear and quick decisions and know when to escalate for support.
- Effective time management skills.
- Excellent command of English both verbal and written.
- Full clean driving licence with willingness to travel to meetings in Family Carers Ireland's locations as required.

As the successful candidate will work from home at times, it is essential that they have excellent broadband and Three coverage.

Terms & Conditions: One-year fixed-term contract (18.5 hours per week; Monday - Friday). The successful candidate will adhere to a hybrid model of working i.e. from their home location and from a Family Carers Ireland location close to their home. Flexibility to travel to meetings as required is essential. The remuneration for this role includes an annual salary of €13,354 and access to a defined contribution pension scheme. The annual leave entitlement is 11.5 days per year.

Application Process - Applicants are invited to submit their up-to date CV and cover letter demonstrating how they meet the above criteria to recruitment@familycarers.ie no later than **Tuesday, June 28th 2022**. Prospective candidates may contact us for a copy of the job description if they wish. **It is intended to hold interviews for this role via Zoom on Friday, July 8th 2022.**

Family Carers Ireland is an Equal Opportunities Employer