Job Advert: Support Manager: Intensive – Clare, Tipperary, Limerick
(Speciality: Carers supporting people with disability)
(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 supports and services for family carers nationally from our local support centres. We initially proposed the concept of a Carers Guarantee to both the government and the HSE in 2018. The principle was to tackle the postcode lottery by providing a core offering of supports and services to family carers across Ireland, regardless of where they live. The 2020 Programme for Government committed to delivering this guarantee and we recently received confirmation that we will receive a (recurring) increase in our annual funding to enable us to implement an evidence-based framework of support for family carers throughout the country.

Family Carers Ireland is currently recruiting a ***Support Manager: Intensive (Speciality: Carers supporting people with disability)***. This role will report to our Regional Support Manager: Intensive (RSMI). Using a strengths-based case management approach, the Support Manager: Intensive (SMI) will complete a wellbeing review with each family carer referred to them using the Carers Outcome Star™. Working in collaboration with the family carer, the wellbeing review provides a holistic assessment of their needs, and develops a person-centred action plan to enhance seven (7) areas of wellbeing. Utilising a 'resolution at first point of contact philosophy' and knowledge of services and service providers, you will connect the family carer to partners, external agencies, in-house and on-line supports, including education programmes, respite and/or counselling. In addition to general carer case management, each SMI will specialise in one of the following specific areas relevant to family carers; older persons, disability, children with additional needs or families of people with mental health challenges. The SMI will work in collaboration with Support Managers: Community to ensure a seamless holistic service is provided to family carers. They will deliver education to family carers as required. All SMIs will engage in reflective practice, supervision and will be an active member of their assigned network. SMIs will be required to deliver on agreed individual targets and network targets.

Role Criteria: The successful candidate should possess the following **essential** criteria.

- An honours degree (QQI 7 or higher) in the area of Social Work/Community Development/Social Care/Psychology/Supported Employment.
- Previous case management experience providing support to families or carers.
- An in-depth knowledge of pathways towards sustainable caring routines.
- To be resourceful, innovative and objective.
- Ability to prioritise tasks and work within a dynamic environment.
- Excellent IT Skills- mainly MS Word, Excel, Outlook, PowerPoint and HR reporting systems etc.
- Experience and confidence using virtual technologies such as Zoom, Teams and other videoconferencing platforms.
- Proven networking skills.
- Flexibility in attitude and approach to the job.
- Strong facilitation and presentation skills.
- Reflective approach to their work.
- A strong work ethic.
- Willingness to work outside normal working hours when required.
- Strong facilitation and presentation skills.
- Excellent oral, empathic communication skills and the ability to establish rapport with a diverse range of people.
- Demonstrated ability to work under pressure, make clear and quick decisions and work with carers in distress.
- Effective time management.
- Ability to work autonomously and within a team.
- Drivers licence, with access to car.

Terms & Conditions: Permanent, full-time contract (37 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 centre close to their home location in the designated area. Flexibility to travel to meetings as required is essential. The remuneration for this role includes an annual salary of €40,000 and access to a defined contribution pension scheme. The annual leave entitlement of 26 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 **Sunday, 10th July 2022.** Prospective candidates may contact us for a copy of the job description if they wish.

Family Carers Ireland is an Equal Opportunities Employer