

**Job Advert: Support Manager: Community – representing Dublin Southeast, Dún Laoghaire, and Wicklow (Base Location – Family Carers Ireland, Citywest office)**  
**(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.

Family Carers Ireland is currently recruiting a **Support Manager: Community for Dublin Southeast, Dún Laoghaire and Wicklow**. This role will report to our Regional Support Manager: Community (South). The Support Manager: Community (SMC) will enhance the wellbeing of family carers through and beyond their care journey by delivering high quality, appropriate, targeted supports based on the identified needs of family carers using the agreed framework. Wellbeing is defined with reference to the seven (7) areas of carer wellbeing outlined in the Carers Outcome Star™. In addition to engaging in community development, delivery of education and training, facilitation of groups and carers clinics, referring family carers to the Support Manager: Intensive, the role includes local centre management, organisation of community fora and fundraising. Each SMC is expected to function within their designated geographical area/CHO, within their specific SMC network and also across networks depending on both demand for support and activities assigned. The SMCs will provide support to family carers (e.g. rights and entitlements, aids appliances and technology, generic care skills). The SMC will also be involved in the delivery of training on at least one core targeted programme. All SMCs will engage in reflective practice, supervision and will be an active member of their assigned network. SMCs will all be required to deliver on agreed individual targets and network targets.

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

- QQI Level 7 qualification or higher is desirable in the area of Social Care / Community Development/ Psychology/Train the Trainer/Guidance / Counselling / Education.
- Previous experience providing support to families in a community-based setting.
- Ability to prioritise tasks and work within a dynamic environment.
- Excellent IT skills- mainly MS Word, Excel, Outlook, PowerPoint, CRMs, Finance and HR reporting systems etc.
- Experience and confidence using virtual technologies such as 3CX, Zoom, Teams and videoconferencing platforms.
- Proven networking skills.
- Strong people management skills.
- Strong facilitation and presentation skills.
- Experience engaging in fundraising.
- Excellent 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 clients in distress
- Effective time management
- Ability to work both autonomously and collaboratively within a team
- Flexibility in attitude and approach to the job.
- Reflective approach to their work.
- A strong work ethic.
- Willingness to work outside normal working hours when required.
- Driving licence, with access to car.

**Terms & Conditions:** Permanent, full-time contract (37 hours per week; Monday - Friday). The successful candidate will be based in Family Carers Ireland's Citywest office; Unit 8, 4075 Kingswood Road, Citywest Business Campus, Dublin 24, D24 F212. Flexibility to travel to meetings as required is essential. The remuneration for this role includes an annual salary of €41,200 and access to a defined contribution pension scheme. The annual leave entitlement for this role is 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](mailto:recruitment@familycarers.ie) no later than **Wednesday 1<sup>st</sup> May 2024**. Prospective candidates may contact us for a copy of the job description if they wish.