

Senior Manager Community Supports

Family Carers Ireland (FCI) is the national charity supporting 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.

 South of Ireland

 37 Hours per week – Full-Time

JOB SUMMARY

The Senior Manager Community Supports will work in conjunction with the Head of Carer Supports to develop and deliver carer supports to make a real difference to the lives of family carers.

The Senior Manager will provide the day-to-day management of a team of Support Managers (SMs) delivering carer supports and will be responsible for ensuring the SM team achieve agreed targets, identify referral pathways for both internal and external services and supports, and develop timely innovative responses to identified carer need in line with the National Carer Support Framework. The Senior Manager will also manage local relationships with HSE and other statutory partners (e.g. ETBs) and ensure effective relationship with voluntary and commercial partnership. As a member of the Carer Support Leadership Team, the Senior Manager will support the Head of Carer Supports in continuous development of the Carer Support Manual – based on operational experience and will ensure consistency of practice across the community three teams.

This key position is part of the Senior Management Team (SMT).

ROLE CRITERIA

The ideal candidate will have the following qualifications, skills and experience:

- Minimum QQI Level 7 qualification or higher is desirable in the area of Community Development/ Social Care / Psychology/Train the Trainer/Guidance / Counselling / Education.
- Minimum of 3 years' experience in a leadership role supervising staff / volunteer with strong people management skills.
- Previous experience providing support to families in a community-based setting.
- Budget management experience is required.
- Ability to prioritise tasks and work within a dynamic environment.
- Excellent IT skills- mainly MS Word, Excel, Outlook, PowerPoint, CRM, Finance and HR reporting systems etc.
- Experience and confidence using virtual technologies such as Zoom, Teams and videoconferencing platforms.
- Proven networking 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 do some evening work when required.
- Full clean drivers' licence with access to car.

Terms & Conditions: Permanent, full-time role (37 hours per week across Monday – Friday.) The successful candidate will work Hybrid model. As the Senior Manager is responsible for the delivery of Carer Supports and the management of several Support Managers in their area (south region), they are expected to travel to meet with their teams on a regular basis. The annual leave entitlement is 27 days per year. We recommend prospective candidates to contact us on the email address below for a copy of the full job description or details regarding the terms and conditions of the role.

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 **8th May 2025**.