

Job Description

Job Title: Support Manager

Department: Carer Supports – Community Team

Date: 9th May 2025

Contract Duration: Permanent subject to the successful completion of a six-month probation period for new employees.

Location: This role is Community based.

- The Support Manager's contracted work location will either be centre based or remote (working from home) depending on the geographical area.

Working Hours/FTE: 37 hours per week / FTE = 1

Salary: €43,260

Overview of Role

The remit of the Carer Supports team is to deliver one to one support to family carers, alongside the design, development and implementation of group and community-based supports.

This team will manage the delivery of local events and programmes, through actively supporting and participating in national initiatives of the Carer Support National Programme and Events Team such as Carer of the Year (COTY), National Carers Week, respite weekends, and training and education.

Using a strengths-based, carer focused approach the Support Manager (SM) will work with the family carer delivering high quality, appropriate supports based on the identified needs of the family carer.

Where appropriate the Support Manager will support the family carer using the Carers Outcome Star which enables a collaborative and focused conversation across seven recognised areas of carer wellbeing (health, the caring role, time for yourself, how you feel, work, finances, managing at home). The Support Manager will develop an individual person-centred action plan designed to support the family carer through and beyond their care journey. The Support Manager may also advocate on behalf of the family carer with an appropriate external service.

The Support Manager will deliver community engagement via community development, delivery of education and training, facilitation of groups and carers clinics, signposting to relevant community services. The role includes, organisation of local assemblies, community fora and fundraising and where applicable, the management of a local centre.

The SM will be based in one of three - geographical networks aligned with the new Integrated Health Authorities (IHA). Each Support Manager will be expected to work within their designated IHA and, within and across networks depending on both demand for support and activities assigned.

All SM's will report to their network Senior Manager Community Supports and will engage in reflective practice, supervision and will be an active member of their assigned network.

All Support managers will be required to deliver on agreed individual, network and national targets as identified in the performance management and delivery system agreed with their manager.

Organisational Relationships

Reports to: Senior Manager Community Supports

Direct reports: Information Officer(s), CE Participants and Volunteers

External liaison: Family Carers, voluntary and statutory providers, funders, relevant community organisations, health and social care professionals and other relevant stakeholders.

Main Responsibilities

The Support Manager will have responsibility for the following:

Deliver a community-based Family Carer Supports framework

- Provide the following (in-person, online or by phone as appropriate) as appropriate within the agreed Family Carer Support Framework:
 - Information, advice and emotional support to family carers.
 - Facilitation and delivery of education/training as identified based on carer's / Family Carers Ireland's (FCI's) needs.
 - Run regular carers clinics and information sessions to provide information, guidance and support to family carers.
 - Provide opportunities for family carers to connect with peers through support groups, social events and wellbeing activities.
 - Support family carers to complete applications relevant to schemes and entitlements.
 - Advocate on behalf of individual family carers.
 - Support family carers to complete an emergency plan as part of a sustainable caring routine.
- Where applicable, in collaboration with the Home Support Services team, manage respite including budget oversight, waitlists, referrals, tracking hours and reporting to the HSE.
- Make referrals for Emergency respite in accordance with policies and procedures.
- Maximise every opportunity to convert a contact to a carer and a carer to a member.
- Ensure welcome calls for new members are conducted in a timely manner.
- Promote all activities and events for family carers on the national activities and events calendar, local social media and in the media.

Supporting individual family carers

- Use the Carers Outcome Star™ to conduct wellbeing reviews with family carers in need of support to identify SMART actions to promote the development of a sustainable caring routine and enhance their wellbeing in areas of identified need.
- Understand family carer challenges, identify strategies to support them and have knowledge of programmes and services to refer people for specialist advice and information.
- Support family carers in line with the Carer Supports Framework. This includes having comprehensive current knowledge about rights and entitlements, respite services, community services, generic care skills and other community supports relevant to family carers and how to access them.
- Support the development of Young Carers and Caring Families in FCI.
- Assist family carers to access appropriate supports including those provided by external agencies, and those provided by Family Carers Ireland, e.g. education programmes, support groups, respite and/or counselling service.

Community Development

- Act as Secretary for the Local Assembly including organising meetings, logistics, recording minutes, and ensuring delegate representatives are recruited and supported to attend Local Assemblies, National Council meetings and EGM/AGMs.
- Develop and use knowledge of services and supports offered informally and formally both internally and within the community to support family carers.
- Enhance community engagement through the provision of presentations and communications to the local community about the work of FCI, the needs of family carers, ways to engage with FCI (fundraising / volunteering / working with us/partnerships) and the supports and services we offer.
- Network with local politicians, counsellors, relevant agencies, stakeholders and community groups to advance the mission of FCI.

Reporting

- Maintain records in accordance with GDPR of contacts with family carers, engagements with staff and other records required by the organisation as set out in organisational policies, procedures and guidelines. This includes proficient use of the CRM and Carers Star databases.
- Adhere to all internal procedures in spending and controlling the Organisation's funds.
- Follow all organisation policies and procedures with respect to reporting and engaging in the investigation of any safeguarding issues, Children First compliance requirements or complaints.
- Proactively collate data and information to inform KPIs, business plans and the annual report and externally where applicable.

Fundraising

- Engage with the local community and funders to achieve agreed annual fundraising target.
- Collaborate with senior management and colleagues across the organisation to develop and implement local, regional and national events.

Centre Management

- Where applicable, manage the day-to-day operations of the assigned carer support resource centre/s in line with organisational policies and procedures, and safety statements.
- Complete centre health and safety audit/risk assessment documents annually.
- Ensure health and safety documents are up to date and publicised as required.
- Recruit, train and supervise administrative support staff, CE participants and volunteers.

Teamwork

- In line with the Organisation's Line Management Support & Supervision policy, the Support Manager is responsible for mentoring and developing the skills of their direct reports. This includes management of time and attendance for designated staff, recruitment, induction, training, supervision and performance reviews.
- Operate in good faith, honesty, respect, trust and kindness.
- Contribute to the development and functioning of the organisation by working collaboratively with colleagues as required.
- Work with colleagues to engage in reflective practice and case review; sharing expertise and knowledge.

Performance Management

- Actively participate in training, supervision and performance review as required.
- Carry out your position and responsibilities in line with our organisation's values, policies, procedures and processes, working in a professional and efficient manner.

- Ask questions to clarify understanding of job expectations, communications, projects and other workplace initiatives.
- Use effective time management to achieve the key performance indicators (KPIs) of the role.
- Practice self-care and open communication to manage emotional family carer conversations.

Policies & Procedures

- Adhere to the Organisation's policies and procedures and agreed quality systems.
- Ensure the Organisation's Health and Safety policy and procedures are adhered to and carry out roles and responsibilities as detailed.

Other Duties

- Undertake other duties as may be required and assigned by the Organisation from time to time.

Qualifications, Skills & Experience

The following qualifications, skills and experience are required for this role:

- QQI Level 7 qualification or higher is desirable in Social Care / Community Development/ Psychology/Train the Trainer/Guidance / Counselling / Education.
- Previous experience providing support to families in a community-based setting.
- Excellent written and verbal communication skills, and the ability to establish rapport with a diverse range of people.
- 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.
- 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.
- Full driving licence, with access to car.

The following is also desirable:

- Experience working with and responding to carers individual needs which may include advocacy.
- Experience negotiating with community-based organisations or groups to maximise outcomes for family carers.
- At least two years' experience of working with family carers and / or working within an information provision service.
- Understanding of community development/public health approach.
- Experience delivering education / training.
- Knowledge of challenges facing family carers.

- Knowledge of services and supports offered formally and informally within the community services sector.
- Experience using the Outcome Star or other assessment methodologies.

First Year Deliverables

As agreed with line manager.

Behaviours

Job Level: Manager Effective Performance Indicators

Teamwork/ Team Leadership/ People Management	<ul style="list-style-type: none"> Shows respect for colleagues. Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate. Works with the team to facilitate high performance, developing clear and realistic objectives and addressing performance issues as they arise. Provides clear information and advice. Strives to develop and implement new ways of working effectively to meet objectives. Leads the team by example through coaching and the provision of support. Places high importance on staff development, training and maximising the skills within the team. Consults and encourages the full engagement of the team, encouraging open and constructive work discussions. Deals with tensions within the team in a constructive manner. Encourages, listens to and acts on feedback from the team to make improvements. Actively shares information, knowledge, and expertise to help the team meet its objectives. Is flexible and willing to adapt, positively to the implementation of change.
Management & Delivery of Results	<ul style="list-style-type: none"> Takes responsibility and is accountable for the delivery of agreed objectives. Successfully manages a range of different projects and work activities at the same time. Structures and organises their own and others work effectively. Is logical and pragmatic in approach to deliver results through effective prioritisation. Completes work in a timely manner. Delegates work effectively, providing clear information as to what is required. Proactively identifies areas for improvement and develops practical suggestions for their implementation. Identifies and understands the urgency and importance of different tasks. Accurately estimates timelines for work tasks. Minimises errors and reviews learnings. Writes with correct grammar and spelling. Demonstrates initiative and flexibility in ensuring work is delivered. Applies appropriate processes to enable quality checking of activities and tasks.
Building Relationships & Communications	<ul style="list-style-type: none"> Amends their communication approach to suit the needs of the situation. Communicates in a logical, clear, and convincing manner verbally and in writing. Can listen effectively and develop two-way discussion quickly. Manages and resolves conflicts/ disagreements in a positive and constructive manner. Works effectively within the Organisation, recognising and managing tensions arising from different stakeholder perspectives. Proactively engages with colleagues at various levels of the organisation to gain co-operation and build strong networks. Maintains a strong focus on meeting the needs of internal and external customers. Is respectful, assertive, and professional, remaining composed even in challenging circumstances. Negotiates, where necessary, to reach a satisfactory outcome and effectively influences others to act. Makes opinions known when it's appropriate to do so.
Judgement & Decision Making	<ul style="list-style-type: none"> Gathers and analyses information from relevant sources weighing up all factors. Takes account of any broader issues, sensitivities and implications when making decisions. Uses previous experience and knowledge when making decisions. Uses own judgement to make sound decisions with a strong rationale and stands by this. Puts forward solutions to address problems. Approaches and delivers all work in a thorough and organised manner. Follows policies and procedures, understanding their value and the rationale behind them. Keeps high quality records that are easy for others to understand. Suggests new ways of doing things better and more efficiently.
Role Specific Knowledge & Personal Development	<ul style="list-style-type: none"> Clearly understands their role and objectives and how they fit within the team/ function. Has high levels of expertise in specific areas, e.g. Research or Finance. Displays high levels of skill/ expertise in own area/ specialist area e.g. relevant IT systems and provides guidance to colleagues. Leads by example, focussing on self-development to improve overall performance.