

Information Officer(s)

Annual Salary: €32,455 (reflective of full-time working hours), access to a defined contribution pension scheme + 23 days annual leave.

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 support for family carers nationally from our local support centres, in the community and online.

Due to an increase in funding from the Carer Guarantee and an exciting organisational restructure, we're delighted to be expanding our Carer Support Regional teams.

This role is community based. The Information Officer's contracted work location will either be centre based or remote (working from home) depending on the geographical area.

We're currently hiring Information Officers in the following locations:

East Region

- Louth/Meath (community based, part-time)
- Dublin North (community based, part-time)
- Dublin South City & West (community based, part-time)
- Dublin South West (community based, full-time)
- Kildare & West Wicklow (community based, part-time)
- Laois/Offaly (community based, part-time)

South Region

- Kerry (community based, part-time)

West Region

- Sligo, Leitrim & Donegal South (community based, full-time)
- Limerick & North Tipperary (community based, full-time)
- Galway (community based, full-time)
- Roscommon (community based, part-time)

JOB SUMMARY

The remit of the Carer Supports Community 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 delivery of local and national events (Carer of the Year Awards, National Carers Week, respite weekends, training and education).

The Information Officer (IO) will work with the Support Manager (SM) in their catchment area. Their role will involve responding to queries from family carers using the Carers Star Conversation. The Information Officer will work with the Support Manager in the administration of carer supports including but not limited to scheduling of carer clinics, workshops, support groups, making internal referrals and signposting to external organisations, etc.

The Information Officer also provides support to their Network team as required, which will include supporting fundraising.

Where applicable, the Information Officer will oversee all office activities and carer reception area within their designated Family Carer Support Centre.

ROLE CRITERIA

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

- Minimum Leaving Cert (or equivalent) and pursued further studies in Office Administration or IT.
- At least 2 years' experience working in a busy office environment.
- Experience of working remotely with excellent broadband.
- The ability to prioritise tasks and work within a dynamic environment.
- Excellent IT Skills - mainly Microsoft 365, SharePoint, MS Word, Excel, Outlook, and experience setting up video calls through platforms like Zoom, MS Teams.
- Flexibility in attitude and approach to the job and a willingness to help others.
- A reflective approach to their work and a willingness to learn and desire to implement a culture of continuous improvement.
- A strong work ethic with excellent attention to detail.
- Effective time management skills and organisation skills with the ability to manage multiple activities and keep stakeholders informed.
- Excellent communication skills and the ability to establish rapport with a diverse range of people.
- The ability to work autonomously and within a team.
- Fluency in English (written and verbal).
- Have experience working in a highly confidential environment.
- Fundraising experience desirable.
- Full drivers licence with access to own car.

Terms & Conditions: Full-time/part-time permanent contract (across Monday - Friday). Flexibility to travel to meetings as required is essential. The remuneration for this role includes a salary of €32,455 and access to a defined contribution pension scheme. The annual leave entitlement is 23 days per year. Terms & conditions will be on a pro rata basis for part-time posts.

Application Process:

1. **Please read the full Job Description** which can be accessed [here](#) before completing the application form.
2. **Download and complete application** form [here](#).
3. **Submit application form by email** to recruitment@familycarers.ie before **5pm on the 31st August 2025**.
4. The **subject line of your email** should include the **Information Officer Application** and the name of the area you are applying for as listed.

Please note, CVs will not be accepted.