

Job Description

Job Title: Information Officer

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

Working Hours: FTE: 37 hours / FTE = 1

Salary: €32,455 (reflective of full-time working hours)

Overview of Role

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 (COTY, National Carers Week, Respite weekends, Training & 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.

Organisational Relationships

Reports to: Designated Support Manager

Direct reports: N/A

External liaison: Family carers, community and voluntary providers, statutory providers including the HSE, members of the public.

Main Responsibilities

The Information Officer will have responsibility for the following:

Family Carer Supports

- Respond to carer queries and provide information/signposting to Family Carers Ireland (FCI) resources available for carers including but not limited to; Membership, the website, online training & education and other community-based supports and services.
- Work collaboratively in supporting the Support Manager in organising clinics, appointments, facilities etc
- Conduct Carer Star conversations with carers in line with the carer engagement process and refer to Support Manager as appropriate.
- Conduct welcome calls to family carers in a timely and effective manner.
- Respond calmly and appropriately to carers in line with training provided.
- Support the development and updating of the local community-supports directory.

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.
- 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 organisation, promotion, and delivery of fundraising activities and events.
- Liaise with fundraising partners, sponsors and donors.

Administrative Duties

- Perform administrative duties and provide support to your Support Manager; this may include typing, photocopying, filing and contacting people via phone, email or text.
- Manage incoming and outgoing post.
- Create and maintain files in line with policies and procedures.
- Enter data related to KPIs onto agreed spreadsheets.
- Process applications for POBAL Alarms if applicable.
- Comply with all internal processes for the processing of invoices and work closely with the Finance department to ensure accuracy of same.
- Ensure purchasing is in line with the Organisation's policies and procedures.
- Complete other administrative duties as required.

Systems and Databases

- Enter data onto the Organisation's CRM/Excel/Jotform and other platforms as required in line with policies and procedures.
- Set up online appointments and manage bookings for carer education programmes, support groups etc.
 - Use the Organisation's finance system to generate POs and other IT systems as required.

Teamwork

- 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

- Carry out your position and responsibilities in line with the Organisation's values, policies, procedures and processes.
- Undertake all reasonable work instructions in a timely and professional manner.
- Actively participate in training and performance management initiatives.
- Ask questions to clarify understanding of job expectations, communications, projects and other workplace initiatives.
- Manage time effectively to deliver on tasks assigned.
- Practice self-care and open communication.
- Attend team meetings and events as required.

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.

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| Qualifications, Skills & Experience |
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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.

Behaviours

Job Level: Officer/ Co-Ordinator Effective Performance Indicators

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| Teamwork/ Leadership Potential | <ul style="list-style-type: none"> Shows respect for colleagues. Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate. Offers own ideas and perspectives. Understands own role in the team, making every effort to play his/her part. Is flexible and willing to adapt, positively to the implementation of change. Maximises the contribution of the team, encouraging ownership, providing support, and working effectively with others. Formulates a perspective on important matters/ tasks and actively contributes across teams. |
| Delivery of Results | <ul style="list-style-type: none"> Takes ownership of tasks and sees them through to a conclusion. Is logical and pragmatic in approach to deliver results through effective prioritisation. Completes work in a timely manner. Identifies and understands the urgency and importance of different tasks. Checks work thoroughly to ensure it's completed to a high standard and learns from mistakes. Writes with correct grammar and spelling. Adapts quickly to new ways of doing things. Draws reasonable conclusions from written instructions. Demonstrates initiative and flexibility in ensuring work is delivered. Is self-reliant and uses own judgement on when to ask manager or colleagues for guidance. |
| Interpersonal & Communications Skills | <ul style="list-style-type: none"> Amends their communication approach to suit the needs of the situation. Actively listens to others and tries to understand their perspectives and needs. Is respectful and professional, remaining composed even in challenging circumstances. Liaises with other colleagues to get co-operation on tasks as required. Communicates clearly when speaking and in writing. |
| Analysis & Decision Making | <ul style="list-style-type: none"> Approaches and delivers all work in a thorough and organised manner. Effectively deals with a wide range of information sources, exploring all relevant issues. Follows policies and procedures, understanding their value and the rationale behind them. Keeps high quality records that are easy for others to understand. Identifies and understands key issues and trends. Draws accurate conclusions and makes balanced and fair recommendations based on evidence. 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. Displays high levels of skill/ expertise in own area/ specialist area e.g. relevant IT systems and provides guidance to colleagues. Leads by example, demonstrating the importance of development by setting aside time for development initiatives and training, |

First Year Deliverables

As agreed with line manager.