



Job Title: HUGG TELEPHONE SUPPORT LEAD

Posts Available: Part time – 22.5 hours worked over 3 days. Initial 1-year contract. HUGG may adjust work schedules and shift assignments to meet business and coverage requirements.

Salary: €26,173 per annum

Closing Date: 20/08/2026

Email CV and cover letter to recruit@hugg.ie

Base: Work remotely from home

Employer: HUGG – Healing Untold Grief Groups CLG

About HUGG

HUGG is Ireland's national suicide bereavement organisation. Established in 2018, HUGG provides unique, suicide-specific support through peer-led support groups, a telephone line, an information hub, research, advocacy, and education. All our staff and volunteers have lived experience of suicide, bringing deep empathy and understanding to those who turn to us. We are the only national organisation dedicated to suicide bereavement support.

HUGG works to support the HSE's national strategy to reduce suicide in Ireland.

Purpose of Post

HUGG is committed to the development and delivery of suicide postvention supports such as compassionate listening, peer support groups and other support activities, for any adult who has been bereaved or affected by suicide across Ireland. All of our HUGG groups and HUGG activities are led by trained volunteers with a lived experience of suicide bereavement.

This goal is in line with the National Office for Suicide Prevention's (NOSP) national strategy to reduce suicide in Ireland as identified in *Connecting for Life 2026-2035 i.e.* 'People impacted by suicide and self-harm will live well and have an improved quality of life as a result of having timely access to appropriate, compassionate and quality services and supports.'

The Telephone Support Lead will have a hands-on approach and the capacity to work on their own initiative, managing tasks remotely and making sound decisions.

They will:

- Provide **initial telephone support to those contacting HUGG** looking for suicide bereavement support.
- Provide **courtesy calls to current** HUGG group attendees
- Offer **signposting and resources** to those bereaved or those supporting the bereaved
- Provide information on HUGG's services and assign people to a HUGG support group in liaison with the HUGG Groups Manager
- Contribute towards the continued development of HUGG's support services for adults bereaved by suicide in Ireland
- Work under the direction of the HUGG CEO

T: (+353) 1 513 4048 E: recruit@HUGG.ie W: www.HUGG.ie

HUGG, Company Registration No. 640420, Registered Charity No. 20204480, CHY (Revenue) No. 22421
Registered Business Address: 13 Adelaide Road, Dublin, D02P950



ELIGIBILITY CRITERIA AND QUALIFICATIONS

Essential:

The successful candidate must demonstrate:

- A commitment to suicide bereavement support informed by a lived experience of suicide loss
- Experience of telephone support and/or a peer support environment
- Experience or active involvement in the voluntary or charity sector
- Qualification in counselling or active listening skills

Desirable:

- Line management experience (with staff and/or volunteers)
- Grief, bereavement or suicide prevention training (such as SafeTALK, ASIST training, and/or IHF's Bereavement Support Core Competencies)
- TUSLA Mandated Person training

Other Requirements

- Two appropriate references (past employer, community or voluntary organisation, educator)
- Willingness to train in specific programmes as relevant to the post
- Be resident, and have the right to work, in the Republic of Ireland
- Good broadband connection and ability to work remotely as part of a team

SKILLS, COMPETENCIES AND/OR KNOWLEDGE

Relevant knowledge

- An understanding of suicide and grief education
- An understanding of the role of suicide bereavement support

Skills

- Ability to work cooperatively as part of a team
- Capacity to work on own initiative and seek support as required
- Good working knowledge of IT including the use of Microsoft packages
- Experience of a CRM system e.g. Salesforce (desirable)
- Good working knowledge of a smart phone
- Excellent attention to detail

Communication and Interpersonal skills

- Fluency in English (written and spoken) to accurately handle calls, understand callers' questions, and provide clear support and information
- Confident communicator and active listener
- Empathic, compassionate and caring
- Awareness of own personal boundaries and importance of selfcare
- The ability to interact professional manner with other staff and key stakeholders

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Principal Duties and Responsibilities

- Provide supervision to HUGG Telephone Support Service staff and Peer-to-Peer Volunteers
- To respond to all enquiries from people who contact HUGG offering initial telephone support and assigning them to a HUGG group and/or signposting to other HUGG activities or additional support services
- Liaising with external organisations for both inward and outward referrals
- Informing HUGG Groups staff and HUGG Group Facilitators of new group member allocation
- Monitor HUGG group attendance numbers to ensure HUGG groups maintain an intimate environment
- To recognise geographical areas that may require a HUGG support group
- To participate in a weekly online staff meeting
- To maintain, monitor and store relevant information on enquirers in line with current Data Protection legislation in a CRM system, in a timely and professional manner
- Coordinate with the Telephone Support team to collate data on Key Performance Indicators for reporting purposes
- To provide feedback and information on all HUGG enquiries and outcomes as required
- To engage in training relevant to the Telephone Support role
- To maintain and update signposting resources
- To work in accordance with all policy, procedures and guidelines of HUGG
- To participate in and provide input into Suicide Bereavement networks and initiatives as an Expert by Experience, on occasion and as agreed
- Be willing to represent HUGG at events and presentations, on occasion and as agreed
- Support the empowerment of the suicide bereaved and family members/supporters through their participation in HUGG's support activities

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned from time to time and to contribute to the development of the post while in office.

Competition specific selection process

We are an equal opportunity employer. Applications are welcomed from all suitably qualified candidates. As part of our commitment to improving representation, we encourage applications from men, who are currently underrepresented in this role. Recruitment decisions will be made based on the role's objective selection criteria.

Short listing will be carried out on the basis of information supplied in your curriculum vitae and letter of application at the closing date. The criteria for short listing is based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and knowledge section of this job specification.

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