

Information Officer - Wicklow & Dublin South East

Family Carers Ireland (FCI) is the national charity supporting over 624,000 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.



Remote/Hybrid - Permanent part-time contract
18.5 hours per week (Tuesday to Thursday)

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, National Carers Week, Respite weekends, Training & Education).

The Information Officer (IO) will work with the Support Manager (SM) for Wicklow & Dublin South East. 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.



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Terms & Conditions: Part-time (18.5 hours per week across Tuesday to Thursday) permanent contract. Flexibility to travel to meetings as required is essential. The remuneration for this role includes a salary of €17,430 and access to a defined contribution pension scheme. The annual leave entitlement is 23 days per year, pro-rated to days worked.

Application Process:

1. **Submit application form via** <https://familycarersireland.peoplehr.net/Pages/JobBoard/Opening.aspx?v=5202ae26-10f3-4bef-aca9-e9aa1f361d97> **before 5pm on Sunday 26th July 2026.**
2. CVs will not be accepted.
3. We recommend prospective candidates to contact us on recruitment@familycarers.ie for a copy of the full job description.