

Information Officer - Counselling Service

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.



**Hybrid/Remote - Permanent Contract - 37 hours per week (full-time)
(Monday to Friday).**

JOB SUMMARY

Family Carers Ireland's Counselling Service aims to support and enhance family carers' mental health and emotional wellbeing by providing a safe, non-judgemental, therapeutic space for them to discuss and work through any challenges or difficult feelings they are experiencing.

The Information Officer (IO) will support the delivery of Family Carers Ireland's National Counselling Service. This will involve communicating sensitively and appropriately with family carers referred to the service who are experiencing high levels of psychological distress. The IO will be responsible for processing all referrals to the service, liaising with family carers to schedule intake appointments and ensure they are supported to access the service as needed. The IO will also provide administrative support to staff counsellors, volunteers and external panel as required, support the processing of payments and provide IT support on the use of the CORE Net system.

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.
- Qualification/further learning in mental health, counselling, social care or related fields.
- 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: Full-time (37 hours per week across Monday to Friday) permanent contract. Flexibility to travel to meetings as required is essential. The remuneration for this role includes a salary of €34,861 and access to a defined contribution pension scheme. The annual leave entitlement is 23 days per year.

Application Process:

1. **Submit application form via** <https://familycarersireland.peoplehr.net/Pages/JobBoard/Opening.aspx?v=9139a498-ba64-4615-8f84-34167e4e0cae> **before 5pm on Sunday 2nd August 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.