

# Emergency Respite Administrator

Family Carers Ireland (FCI) is the national charity supporting 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 supports and services for family carers nationally from our local support centres.



Hybrid/Remote | 37 hours per week | Full-time

## JOB SUMMARY

The remit of the Carer Supports team is to deliver one to one support to family carers, alongside the design, development and implementation of group and community-based supports. The Administrator Emergency Respite Service (AERS) will support the Support Manager Emergency Respite Service (SMERS) in the administration of the Emergency Respite Service and the Crisis Fund.

The Emergency Respite Scheme (ERS) provides respite in the event of emergency situations. Emergency respite is defined as substituting for the family carer either by placement of an in-home care worker/or the temporary place of the care recipient outside the home.

The AERS will be responsible for responding to internal and external enquiries regarding the scheme, supporting the processing of referrals, maintaining precise, accurate records for ER cases, and ensuring invoices are processed in a timely manner.

## 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:** Permanent, full-time role (37 hours per week Monday to Friday). The Administrator's contracted work location will either be centre based or remote (working from home) depending on the geographical area. Flexibility to travel to meetings as required is essential. We recommend prospective candidates to contact us on the email address below for a copy of the full job description or details regarding the terms and conditions of the role if they wish.

**Application Process:** Applicants are invited to submit their up-to date CV and cover letter demonstrating how they meet the above criteria to [recruitment@familycarers.ie](mailto:recruitment@familycarers.ie) no later than **15<sup>th</sup> June 2025**.