Family Carers Ireland

No one should have to care alone

Support Manager - Kildare & West Wicklow

Maternity Cover

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.

Specified Purpose Contract
37 hours per week across Monday - Friday
Hybrid/Remote

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.

This team will manage the delivery of local events and programmes, through actively supporting and participating in national initiatives of the Carer Support National Programme and Events Team such as Carer of the Year (COTY), National Carers Week, respite weekends, and training and education.

Using a strengths-based, carer focused approach the Support Manger (SM) will work with the family carer delivering high quality, appropriate supports based on the identified needs of the family carer.

Where appropriate the Support Manager will support the family carer using the Carers Outcome Star which enables a collaborative and focused conversation across seven recognised areas of carer wellbeing (health, the caring role, time for yourself, how you feel, work, finances, managing at home). The Support Manager will develop an individual person-centred action plan designed to support the family carer through and beyond their care journey. The Support Manager may also advocate on behalf of the family carer with an appropriate external service.

The Support Manager will deliver community engagement via community development, delivery of education and training, facilitation of groups and carers clinics, signposting to relevant community services. The role includes organisation of local assemblies, community fora and fundraising and where applicable, the management of a local centre.

The Support Manager will report to their network Senior Manager Community Supports East and will engage in reflective practice, supervision and will be an active member of their assigned network. The Support Manager will be required to deliver on agreed individual, network and national targets as identified in the performance management and delivery system agreed with their manager.

ROLE CRITERIA

The following qualifications, skills and experience are required for this role:

- QQI Level 7 qualification or higher is desirable in Social Care / Community Development/ Psychology/Train the Trainer/Guidance / Counselling / Education/Social Work.
- Previous experience providing support to families in a community-based setting.
- Excellent written and verbal communication skills, and the ability to establish rapport with a diverse range of people.
- Ability to prioritise tasks and work within a dynamic environment.
- Excellent IT skills- mainly MS Word, Excel, Outlook, PowerPoint, CRMs, Finance and HR reporting systems etc.

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ROLE CRITERIA

- Experience and confidence using virtual technologies such as 3CX, Zoom, Teams and video conferencing platforms.
- Proven networking skills.
- Strong people management skills.
- Strong facilitation and presentation skills.
- Experience engaging in fundraising.
- Demonstrated ability to work under pressure, make clear and quick decisions and work with clients in distress
- Effective time management
- Ability to work both autonomously and collaboratively within a team
- Flexibility in attitude and approach to the job.
- Reflective approach to their work.
- A strong work ethic.
- Willingness to work outside normal working hours when required.
- Full driving licence, with access to car.

The following is also desirable:

- Experience working with and responding to carers individual needs which may include advocacy.
- Experience negotiating with community-based organisations or groups to maximise outcomes for family carers.
- At least two years' experience of working with family carers and / or working within an information provision service.
- Understanding of community development/public health approach.
- Experience delivering education / training.
- Knowledge of challenges facing family carers.
- Knowledge of services and supports offered formally and informally within the community services sector.
- Experience using the Outcome Star or other assessment methodologies.

Terms & Conditions: Specified purpose contract (37 hours per week across Monday - Friday). Flexibility to travel to meetings as required is essential. The remuneration for this role includes a salary of €47,411 and access to a defined contribution pension scheme. The annual leave entitlement is 26 days per year.

Application Process:

1. **Submit application form via https://familycarersireland.peoplehr.net/Pages/JobBoard/Opening.aspx?v=12e62b1c-70e6-4b0e-bf74-8f03c58c62b0** before **5pm on Wednesday 8th December 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.