

Specialist Supports 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 Specialist Services is to develop and deliver clinical, psychosocial and crisis supports to make a real difference to the lives of family carers.

Clinical supports will include the development, monitoring and scale-up of the low-cost model of counselling for family carers and furthering the understanding of the impact of caring on carers mental health and wellbeing. Psychosocial supports include the creation of specific online and in-person psycho-educational resources for family carers based on needs identified through the counselling service. Specialist Supports will incorporate an expanded Emergency Support service that will manage the Crisis Fund as well as the Emergency Respite Service.

The Administrator Specialist Supports will work directly with the Senior Manager, Specialist Supports and also provide support to the wider specialist supports team.

Key responsibilities will include supporting in the roll-out of psychoeducational workshops, collating information for reporting and evaluation purposes and processing payments for services within Specialist Supports.

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: 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 no later than **15th June 2025**.