

Support Manager(s)

Annual Salary: €43,260, access to a defined contribution pension scheme + 26 days annual leave.

Family Carers Ireland (FCI) is the national charity supporting over 500,000 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.

Due to an increase in funding from the Carer Guarantee and an exciting organisational restructure, we're delighted to be expanding our Carer Support Regional teams.

We're currently hiring Support Managers in the following locations:

East Region

- Cavan/Monaghan (Centre based)
- Dublin North (Hybrid)
- Dublin South city & West (Hybrid, part time)
- Laois/Offaly (Centre based)
- Longford/Westmeath (Centre based)
- Louth/Meath (Centre based)

West Region

- Donegal North & Centre (Hybrid)
- Galway (Centre based)

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 the Family Carer of the Year Awards, National Carers Week, respite weekends, and training and education.

Using a strengths-based, carer focused approach the Support Manager (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 SM will be based in one of three geographical networks aligned with the new Integrated Health Authorities (IHA). Each Support Manager will be expected to work within their designated IHA and within and across networks depending on both demand for support and activities assigned.

All SMs will report to their network Senior Manager Community Supports and will engage in reflective practice, supervision and will be an active member of their assigned network.

All Support managers 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.
- 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 family 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.

Terms & Conditions: Full time permanent 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 €43,260** and access to a defined contribution pension scheme. The annual leave entitlement is 26 days per year. Terms & conditions will be on a pro rata basis for part-time posts.

Application Process: Please read the full Job Description which can be accessed [here](#) before completing the application form.

1. Download and complete application form [here](#).
2. Submit application form by email to recruitment@familycarers.ie before 5pm, 25th July 2025.
3. **The subject line of your email should include the Support Manager Application and the name of the area you are applying for as listed.**

Please note, CVs will not be accepted.