

Support Manager – Emergency Respite

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.



Hybrid - Fixed term contract (12 months) 37 hours per week Monday to Thursday 9am to 5.30pm and Friday 9am to 5pm

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. 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. The Support Manager Emergency Respite Service will have responsibility for managing the Emergency Respite Scheme.

The Emergency Respite Scheme 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 Support Manager Emergency Respite Service (SMERS) will be responsible for assessing applications for emergency respite support and making arrangements to fulfil the requirement either internally through existing FCI structures or externally from other providers depending on the circumstances involved. They will be required to think and act quickly and creatively to meet the needs of the family carer.

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.
- At least two years' experience working in a homecare setting is essential.
- Excellent written and verbal communication skills, and the ability to establish rapport with a diverse range of people.
- Experience in managing a diverse workload and reporting to internal and external stakeholders.
- The ability to prioritise tasks and work within a dynamic environment including effective time management and organisation skills with the ability to manage multiple activities and keep stakeholders informed.
- 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 videoconferencing 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 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.
- Knowledge of challenges facing family carers.
- Knowledge of services and supports offered formally and informally within the community services sector.
- Experience using assessment methodologies. .



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Terms & Conditions: Full-time fixed term contract (12 months) 37 hours per week Monday to Thursday 9am to 5.30pm and Friday 9am to 5pm. Flexibility to travel to meetings as required is essential. The remuneration for this role includes a salary of €45,570 and access to a defined contribution pension scheme. The annual leave entitlement is 23 days per year pro-rated to days worked.

Application Process:

1. **Please read the full Job Description** which can be requested by clicking [here](#).
2. **Submit application form via** <https://familycarersireland.peoplehr.net/Pages/JobBoard/Opening.aspx?v=6ab08553-b289-46fd-97c6-4b40e6589b1e> before **5pm on the Friday 8th May 2026**.
3. CVs will not be accepted.