

Support Manager: National Programme & Events (Maternity Cover)

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 a Support Manager as follows.



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.

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 Manager (SM) will work with the family carer delivering high quality, appropriate supports based on the identified needs of the family carer.

The core role of the Support Manager National Programme and Events will be to convene appropriate parties to work together on programmes, events and initiatives to ensure best results. To this end, the Support Manager National Programme and Events will work with staff from all parts of the organisation to ensure maximum benefit for carers and best results for resources invested in said programmes and events.

Tasks associated with the maternity cover position will principally, but not exclusively, focus on Young Carer events and supports which will include:

- National Carers Week events
- Lilly co-ordinated events
- Online support groups
- Sibshops

The Support Manager will report to the Senior Manager National Programmes & Events 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.
- 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 families, Children and young people, 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.
- An understanding of child protection and welfare and child safeguarding procedures.
- Experience using the Outcome Star or other assessment methodologies.

Terms & Conditions: Maternity Cover contract – minimum 6 months 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 €45,570 and access to a defined contribution pension scheme. The annual leave entitlement is 26 days per year.

Application Process:

1. **Please read the full Job Description** which can be accessed [here](#) before completing application form.
2. **Download and complete application form** [here](#).
3. **Submit application form by email** to recruitment@familycarers.ie before **5pm, 30th January 2026**.
4. The **subject line of your email** should include the **Support Manager Application and the name of the area** you are applying for as listed.
5. CVs will not be accepted.