

Information Officer: Cork (South & West)

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.



Remote - 18.5 hours per week (part-time)

JOB SUMMARY

The remit of the Carer Supports Community 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 delivery of local and national events (Family Carer of the Year Awards, National Carers Week, respite weekends, training & education).

The Information Officer (IO) will work with the Support Manager (SM) for Cork South & West. Their role will involve responding to queries from family carers using the Carers Star Conversation. The Information Officer will work with the Support Manager in the administration of carer supports including but not limited to scheduling of carer clinics, workshops, support groups, making internal referrals and signposting to external organisations etc.

The Information Officer also provides support to their Network team as required, which will include supporting fundraising. The Information Officer will be expected to travel to local and national meetings on a regular basis.

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.

Terms & Conditions: Part-time permanent contract (18.5 hours) (across Monday - Friday). Flexibility to travel to meetings as required is essential. The remuneration for this role includes a salary of €17,074 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 accessed [here](#) before completing the 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 **Information Officer Application and the name of the area** you are applying for as listed.
5. CVs will not be accepted.

