

'Guiding support for family carers'

Position Title: Project Assistant (Full-time, Permanent) (Online Family Carer Support Project)

Reports to: Project Co-Ordinator and Executive Director

Care Alliance Ireland (CAI) is the National Network of Voluntary Organisations supporting family carers. Our vision is that the role of family carers is fully recognised and valued by society in Ireland. We exist to enhance the well-being of family carers by supporting our member organisations in their direct work with family carers. We do this by providing information, developing research and policy, sharing resources, and instigating opportunities for collaboration. We also deliver two specific embryonic projects that directly support family carers, namely the Kaleidoscope project (Guiding Family Carers Back to Paid Employment) and the Online Family Carer Support Project.

POSITION SUMMARY: Applications are invited for the post of Project Assistant (full time, 35 hours per week)

The primary aspect of this role will be to support the project co-ordinator in delivering and developing an existing nationwide online project focussing on engaging and supporting family carers through an online carer support group and associated activities therein. This project is a collaboration with 15 volunteers and other organisations, that seeks to positively impact on family carers wellbeing and deliver an associated reduction in their sense of isolation and loneliness.

The position offers an exciting opportunity for a suitably-qualified individual to work on a major project, funded by the Health Service Executive to support the implementation of the National Carers Strategy.

MAIN RESPONSIBILITIES

- This person will be responsible for supporting the project co-ordinator in leading the development and delivery of the operational and administrative requirements of the project. This will include directly working on many of the core operations (post moderation, organising monthly online quizzes, distribution of occasional prizes, organising occasional online content matter expert events, bi-monthly book club, weekly online drop-in); office administration, occasional (1 or 2 per year) volunteer training events and participation in monthly team meetings (See Appendix 1; Project Operations Infographic).
- To undertake such other duties as might be reasonably assigned from time to time in consultation with the Executive Director.

















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PERSON SPECIFICATION

Essential qualifications, skills and experience:

- Third level qualification. Where the qualification is not a social science, the person will be expected to
 undertake relevant accredited social science related courses over the duration of their employment in the
 role, funded by the employer.
- High level IT skills in particular use of online conference and social media facilities including but not limited to Facebook groups, Zoom, WhatsApp.
- Good written and verbal communication skills
- Good organisational skills including a proven ability to work to deadlines
- Fluent speaker and writer of English
- Ability to demonstrate initiative within a small team
- · Have good time management and organisational skills.

Desirable qualifications, skills and experience:

- Have experience of the voluntary sector
- Previous experience in the field of family caregiving
- Have knowledge, empathy and understanding of the rights and needs of family carers

The successful candidate will be expected to be committed to the improvement of the status and quality of life of family carers

TERMS

This is a full-time position (35 hours/5 days per week). Our offices are in Dublin 7. Care Alliance is currently developing a remote working policy. Work will largely be delivered between the hours of 9am to 5pm. However, it is expected that the individual will be available for evening/weekend work (approximately 1 evening every two weeks), with full time back for these hours worked.

This is a permanent position beginning as soon as possible. Salary will be in the region of €28,000 commensurate with experience. There is an employer pension contribution of 5% and 5 weeks annual leave.

This job description is intended as a summary of the primary responsibilities and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or that may be required to do either now or in the future.

Care Alliance Ireland is an Equal Opportunities Employer. At the moment, we don't require the assistance of recruitment agencies to fill our vacancies.

Application by 3pm, September 29th 2021 via cover letter and CV to tara@carealliance.ie

Interviews/Assessments are currently scheduled to take place via Zoom on Monday October 4th. Enquiries to info@carealliance.ie









Appendix 1

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Family Carer Online Support Project - Operations - Sept. 2021

tps://www.facebook.com/groups/FamilyCarerOnlin eSupportGroupheland Video Explaining How to Join Facebook and Join the https://youtu.be/tehin/Tw0b/0 Promotional Video https://youtu.be/byr-fbFoDHQ

Members of Group (c2,690 >95% active)

Feedback/Efficacy

- Retention/12mm;
 - Key Impacts/Processes Emerging Peer Support-Possible Improvement QOL/Anxiety/b
- Long Term Efficacy/Meaning Ongoing Uni. of Limerick PND



Recruitment/Application Process

Inclusion/Participation Criteria

- Must have/be willing to use Facebook (Through 'Private Group')
- Live in the Rep. of Ireland & aged 18+ Provide Unpaid Care to
- Family/Friend/Neighbour
- Agree to Rules of Group (NB - Respect Privacy of Caree)

Participant Recruitment (Family Carers)

- 95 NGO Member Orgs of Care All / Other Contacts
- Word of Mouth (Increasingly Important)

Application Process

Apply to join the Group (Private Group) through Facebook - Answer 5 screening questions (per Inclusion Criteria above) Application Considered by CAI Staff/Volunteers. Approved or Refused

(If questions not fully answered - Applicant Private Messaged - Asking to resubmit request to join)

Contact Details

Care Allience, Coleraine house, Coleraine Street, Dublin 7, Republic of reland, privational function www.cacostlengs.in

Objectives - Mitigate negative impact of

family caring (isolation, anxiety, reduced quality of life, wellbeing) through professionally moderated online platform - using Peer Support and variety of Online Activities

Activities Within the Group

Posting Messages (Core Activity) c 6 p/d

- Comments/Discussion (c 114 per day, c320 reactions) -
- Anon, posts facilitated NB/ GDPR
- Peer support 1 am not alone
- Information-Dilemmas Top Tipo-Positivity Posts -Cooking Posts Pinned Posts/Threads: Remembrance/

1-2-1 Input/Casework Core Activity v125 clients

- PM's/Phone calls/E-mails variable levels of engagement
- Refer to Carer Support Orgs/SW Mental Health Services Educative Inputs Video pre-records - Subject matter

Expert' - Live Q&A's Zoom Quizzes Monthly-Informal/Fun

Book Club Bi-monthly-Distribute Books - Break Out Rooms Distribute Books (c600) wish Red Cross Weiping You Care' and Condition Specific books/resources

Weekly Online Drop In

Informal Competitions Regular Books/Gifts/Care Packages Gardening Club - Chair Yoga - 'Crafty Carer' Group

Reflections - Iterative - Volunteer Strength - Tight Moderation - NB Peer Support – Evolution of Group Purpose - A very social Social Media – Other NGO's responses emerging – Risks of GDPR Breaches - Project evolving post Covid19

Resourcing

Volunteer Supporters (12) (1 Staff Member)

- Current and Former Family Carers (9)
- Health and Social Care Professionals (II) including Professionally Qualified Social Workers
- (Same identify in more than one group)
- 7 day and On-call rota

Roles of Staff/Volunteers

- Screen Membership Applications
- Informational Documents Uploaded Within Group
- Approve/Reject Suggested Posts
- (Tone/GDPR/Off Topic? Adding Value?)
- Welcome New Members
- Monitor/Moderate Posts/Comments
- Communicate/Resterate/Demonstrate Values
- Share Other NGO's/Organisations Relevant Posts
- Consider New Activities
- Protocols Iterative process. Regularly updated document.
- UK 'Mods Bods' FB Group-Best Practice Online/Forum Moderation
- Referrals/Safeguarding Sustainability/Finances

Safeguarding Consult Team - PM's/Phone Call/Zoom to Family Carer - Comsult Local Mental Health Service - Contact Gardai

Engagement Data (12mths Sept. '20 to Aug '21) -

2,053 posts – 45,217 comments – 120,330 reactions – 1 complaint – 100's of positive comments and qualitative feedback

Private FB Online 'Mods/Vols' Group

- Peer Support -Monthly Zoom Meeting for Volunteers Discuss Practice Issues/Dilemmas Discuss Group Posts/Tone/Engagement

Information/Policy Updates

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