

## **One Family: Case Management Coordinator** **(<https://www.activelink.ie/node/115525>)**



### **Vacancy: Case Management Coordinator**

**Location:** Smithfield, Dublin 7 (Hybrid)

**Hours:** Full-time, 35 hours per week

**Salary:** €46,312.19– €48,627.80 DOE

**Contract:** Permanent

**Application Deadline:** Friday 30th May 2025

### **Join Ireland's leading organisation for one-parent families.**

One Family is seeking a compassionate, skilled, and experienced **Case Management Coordinator** to join our Parenting Service team. This is a key role supporting families navigating separation, parenting alone, and parenting in complex circumstances. If you're passionate about making a tangible difference in children's and parents' lives—and thrive in a dynamic, fast-paced environment—this may be the role for you.

### **About One Family**

One Family is Ireland's national organisation for people parenting alone, sharing parenting, and separating. We provide expert support and information to families and professionals, aiming for a future where every family in Ireland is equally valued and supported.

### **About the Role**

As Case Management Coordinator, you'll play a pivotal role in ensuring timely, effective support for families. Working closely with the Parenting Service Manager, you'll lead on referral processing, case assessments, and service allocation, while supporting our multidisciplinary team with complex cases. You will work directly with families experiencing parental separation. You'll also collaborate with key partners like Tusla and contribute to service development, funding proposals, and policy influence.

### **Key Responsibilities**

- Manage incoming referrals and carry out comprehensive needs assessments.
- Direct work with parents and children.
- Allocate families to the appropriate Parenting Service pathways.
- Support the parenting team with complex cases and ensure best practice is upheld.
- Represent One Family in interagency networks and committees.
- Help develop innovative, evidence-informed services aligned with strategic goals.
- Support monitoring, evaluation, and reporting to funders.
- Maintain high standards of record-keeping, safeguarding, and GDPR compliance.

### **Essential Experience**

- A third-level qualification in Social Care, Psychology, Early Years, or related field.

- Minimum 6 years' post-graduate experience working with children and families in complex contexts.
- Deep knowledge of issues such as child safeguarding, family law, domestic violence, mental health, and homelessness.
- Strong communication, leadership, and project management skills.
- Experience working within diverse teams and an interagency environment.
- Familiarity with Salesforce or other CRM systems and GDPR practices.
- A proactive, flexible, and child-centred approach.

## Desirable experience

- Experience in the voluntary/community sector.
- Understanding of challenges facing one-parent families and families experiencing separation.

## Why Work with Us

- 25 days annual leave + 2 privilege days
- Hybrid working and flexible arrangements available
- Work with a passionate, mission-driven team
- Employee Assistance Programme
- Cycle to Work Scheme
- Laptop provided
- Company pension contribution

## How to Apply

Please email a **CV and cover letter** (clearly addressing the required competencies) to:

**[akelly@onefamily.ie](mailto:akelly@onefamily.ie)** (<mailto:akelly@onefamily.ie>)

**Subject Line: Case Management Coordinator Application**

**Deadline: Friday 30th May 2025**

**Interviews: June 2025**

Learn more about our work at [www.onefamily.ie](https://www.onefamily.ie) (<https://www.onefamily.ie/>)

### Region

Dublin 7 / Hybrid

### Date Entered/Updated

9th May, 2025

### Expiry Date

30th May, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/children-youth/115525-one-family-case-management-coordinator>