

Irish Red Cross: Liaison Officer - Migration Programme **(<https://www.activelink.ie/node/115862>)**



Crois Dhearg na hÉireann
Irish Red Cross

JOB DETAILS

Title: Liaison Officer – Migration Programme

Duration: Full time contract to 30 March 2026 with possibility of extension

Salary: Development and Administration €36,991-45,071

This role is assigned to the Job Family of: Development & Admin. The Irish Red Cross has 6 Job Families: Secretary General; Senior Manager; Programme/Project Manager; Coordinator; Development & Admin; Administration.

Reporting to: Migration Management

BACKGROUND INFORMATION

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

Migration is a priority focus for the Red Cross and Red Crescent Movement internationally as well as for the IRC in Ireland. Ireland, along with other countries, has experienced considerably more inward migration in recent years from people in need of protection and, as a result, is challenged to respond with appropriate supports for all affected. The IRC has worked on migration for several years and is considered a key actor in responding to the humanitarian needs of refugees/ migrants seeking protection and a future in Ireland, with programming in the areas of resettlement and responding to the Ukraine crisis, among others.

SUMMARY OF ROLE

The Irish Red Cross is tasked under its mandate as auxiliary to the Irish Government to strengthen responses to the welfare and wellbeing needs of migrants, refugees and beneficiaries of temporary protection. This role will be Dublin office based-full time-working in HQ reception to be the first point of contact for all visitors arriving at the office in need of assistance. The role will work directly with the Migration team.

ROLE RESPONSIBILITIES

Visitor Engagement and Client Services

- Welcome and engage with visitors in a respectful and culturally sensitive manner, in accordance with organizational principles.
- Create a welcoming and safe environment for vulnerable individuals, including those in distress or crisis.
- Provide relevant and accurate information about organization's available services, programmes and resources, signposting to additional appropriate service providers.
- Assist understanding and completion of social services or administrative paperwork for support, especially for elderly, homeless individuals and people with special needs.
- Triaging problems as presented and, in coordination with the management team, delivering immediate support through:
 - Distribution of vouchers
 - Assistance with temporary hotel accommodation

- Signposting to additional support organisations.

Data Collection and Documentation

- Collect and manage consent forms for the processing of personal data in compliance with data protection policies.
- Support in compiling necessary supporting documents and making photocopies.
- Handle sensitive and controversial cases with discretion and professionalism, reporting clearly to the management.
- Provide detailed reports on a regular basis

Communication and Consultations

- Conduct consultations in-person or over the phone to guide clients through available services and procedures. Respond to routine queries or direct to appropriate teams or services.
- Provide translation support during document processing, when required (for example support in filling out Disability allowance applications, Temporary protection and residence permit extensions, etc)
- Engage in advocacy efforts, including:
 - Liaising with UCTAT/IPAS on cases involving homelessness.
 - Coordinating with the HSE team on clients' medical and health-related issues.

Administrative and Operational Support

- Contribute to the day-to-day administrative functioning of different departments
- Managing vouchers, updating the claims registry, and ensuring proper distribution to beneficiaries
- Assist in tracing missing persons and restoring family links through:
 - Data collection and case intake.
 - Translating and interpreting relevant documents.
 - Acting as interpreter during family members tracing interviews.
- Cover email responsibilities when needed.
- Provide support to the casework teams when required.

Organisationally

- Ensure compliance with required internal and external policies and procedures
- Work actively towards the achievement of the Irish Red Cross goals.
- Abide by and uphold the Principles of the International Red Cross Red Crescent Movement.
- Undertake any other reasonable work-related duties and responsibilities assigned by the line manager that are consistent with the nature of the job and level of responsibility.

ROLE REQUIREMENTS

Essential Criteria

- Experience working with administrative and support activities in the Charity Sector
- At least three years' experience in a migrant support role
- Experience working with Local Authorities
- Strong interpersonal and communication skills with the ability to interact in a professional capacity with a diverse range of management and stakeholders.
- Ability to work under pressure and meet set deadlines.
- Excellent attention to detail
- Ability to work efficiently as part of a team as well as independently
- Proficiency in Microsoft Office and Excel
- Ability to maintain strict compliance protecting confidential, sensitive information and materials.
- Fluent levels of English, written and conversational.
- Capacity to be Dublin Office based five days a week during working hours.

Desirable Criteria

- Experience of working in the fields of child welfare, family support, substance misuse, mental health
- Knowledge of the work of the Irish Red Cross.

- Additional language abilities are an advantage e.g. Arabic, Dari, Pashtu, French, Ukrainian, Russian etc.

FURTHER INFORMATION

The Irish Red Cross is an equal opportunities employer. We value diversity and aspire to reflect this in our workforce. We welcome applications for people from all sections of the community, irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community. This role requires applicants to have the right to work in Ireland. The role is a full time position based on a 35 hour working week, based on flexitime arrangements.

APPLICATION PROCESS

To apply for this contract, please forward a copy of your CV, together with a cover letter to jobs@redcross.ie (<mailto:jobs@redcross.ie>)

Your email should contain Liaison Officer-Migration Services in the subject line. Proposals should be in .pdf or MS Word format, and with file names in the following format: <Surname>, <First name> - CV and <Surname>, <First name> - Cover Letter

The closing date for applications is 6pm 10th June 2025

It is intended to hold initial interviews for this role on the week beginning the 16th June 2025.

Region

Dublin

Date Entered/Updated

27th May, 2025

Expiry Date

10th Jun, 2025

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