

AsIAm: Information Line Manager **(<https://www.activelink.ie/node/116530>)**



VACANCY

Information Line Manager

The Organisation:

AsIAm is Ireland's Autism Charity based in Blackrock, Co.Dublin. AsIAm is a fast paced, growing organisation with a vision to create a society where every autistic person is accepted "as they are" – equal, valued, and respected. The organisation's purpose is to advocate for an inclusive society for autistic people that is accessible, accepted and affirming. AsIAm works to support the Autistic community and our families to fully engage in Irish life and build the capacity of society to facilitate true inclusion.

Our Values:

A key expectation of everyone who works for AsIAm is that they demonstrate our values; Perseverance, Same Chance and Service. Our values come into play throughout everything we do at work – how we work together and how we deliver services to the people we support and to the people we work alongside.

The Role:

The Information Line Manager will be responsible for the management and the operations of the Autism Information Line. This includes the management currently of a team of 4 within the Policy, Legal and Information Line Team. The Information Line Manager will report directly to the Head of Policy, Legal and Information Line. This role provides an ideal opportunity for someone who has experience in casework management and the delivering of effective supports to Autistic people. The individual should have a deep knowledge of Autistic culture, and autism related issues in Ireland.

The successful candidate will have the ability to communicate in a sensitive and professional manner with Autistic individuals and families at their most vulnerable and challenging times. They will also have the ability to provide both informal and formal training on autism related matters to members of the Information Line team as required. The role requires the successful candidate to build on the success of the Information Line and to develop resources and services provided.

We particularly welcome applications from neurodivergent individuals.

Key Responsibilities:

- Oversee the operations of the governance and compliance procedures of the Autism Information Line team through meticulous record keeping.
- Ensuring company policies, procedures and regulations are complied with. Regular reviewing of policies is essential.
- Conducting quality reviews and providing feedback on casework, and service delivery to team members, including regular reviewing of the Autism Information Line Handbook.
- A key aspect of this role will be to provide direct management and supervision to team members via weekly 1:1's, day to day management, performance appraisals and probationary reviews.
- Oversee the handling of all service users' cases managed by the team and chair weekly casework meetings to support

- and guide team members and provide necessary cover on the Autism Information Line.
- Liaise with relevant agencies and bodies to ensure the Information Line provides the most up to date and comprehensive support and advice.
- Ensure safeguarding concerns are appropriately managed, under the guidance of the organisation's DPO and contribute to the maintenance of good safeguarding practices across the organisation.
- Provide and support risk assessment and management of all activities within the information line.
- Oversee trend analysis on the level, type, and frequency of service users and at times present this information to relevant stakeholders and team members.
- Support the roll-out of a CRM system.
- Provide advocacy for service users by liaising with external agencies.
- Identify team training needs in collaboration with the Information Line and Head of Policy, Legal and Information Line and keep up to date with relevant changes in legislation and policy.
- Proactively develop resources, information materials and support events based on needs identified through trend analysis and workplan.
- Represent the organisation at external meetings/seminars.
- Support the overall work of the organisation and take on other such duties as may be required from time to time.

Key Requirements:

- Strong management experience with proven ability to lead a team. A minimum of one years' experience in people/line management within the care or education sector is essential.
- A minimum of two years' experience in providing effective and evidence-based therapeutic/social care support to Autistic adults or children in a health, social care or educational setting is essential.
- Ability to communicate highly effectively with a diverse community of people, both in interactions and in writing.
- Experience in providing informal and formal training on a range of autism related issues to different stakeholder groups.
- Excellent organisational, prioritisation and interpersonal skills.
- Practical knowledge of contemporary autistic culture and autism related issues in Ireland.
- Understanding of the Irish education, social care and healthcare system.
- Ability to operate independently on a range of projects/duties.
- Strong computer literacy.
- Strong administrative skills.
- Excellent risk analysis and management skills.
- Relevant academic qualification (education/psychology / speech and language therapy / occupational therapy/social work etc).

Contract Duration:

This is a permanent position, post successful completion of a 6-month probationary period.

Salary and Benefits:

Salary will align with Grade V or the relevant clinical grade as set out in the HSE Consolidated Pay Grades.

Annual leave allowance is 23 days p.a. with additional leave during the Christmas office closure period. This is sanctioned annually at the discretion of management.

Pension plan benefit and Healthcare cash plan benefit are applicable after successful completion of the probationary period.

Working Hours:

The role is fulltime and working hours are typically Monday to Friday, 9:00 am to 5:00 pm with some flexibility around start and finish times.

The role holder is required to have a degree of flexibility regarding working hours with the expectation of some evening and weekend work.

Location:

The role is based in AsIAM HQ in Blackrock, Co. Dublin. Remote working agreements can be requested and are at the discretion of the line manager.

Your next step...

Interested applicants should submit a CV and cover letter to Vikki May, HR Manager at careers@asiam.ie (<mailto:careers@asiam.ie>).

The closing date for receipt of applications is 9 July 2025.

Note: All candidates must be willing to undergo Garda Vetting should they be successful.

AsIAm actively support inclusion in the workplace and will endeavour to provide reasonable accommodations as requested by candidates throughout the interview process for this position.

AsIAm is an equal opportunities employer who reserves the right to practice positive discrimination as set out by the Employment Equity Act, 1998.

Region

Blackrock, Co Dublin

Date Entered/Updated

1st Jul, 2025

Expiry Date

9th Jul, 2025

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