



One Family Parenting Team Administrator

July 2022

Ireland's national organisation for people parenting alone, sharing parenting and separating, is recruiting a part-time **Parenting Team Administrator**. One Family's vision is that every family in Ireland will be cherished equally, and will enjoy the social, financial and legal equality to create their own positive future.

One Family Parenting Team

The One Family Parenting Service provides a range of parenting supports to people parenting alone or sharing parenting post separation. The service aims to develop and provide a range of best practice programmes that empower parents to feel confident and supported in their parenting role.

Parenting Team Administrator

The One Family Parenting Team Administrator is required to be the first point of contact for many parents entering services in the Parenting Team. This is a varied post that will require multi-tasking and organisational skills. This post will be a mix of in house and remote working.

Parenting Team Administrator Duties

- To ensure the provision of an efficient client-centred service
- To support new service users to engage with the referral process, registration, and payment options.
- To handle queries for new and active service users, supporting them to fully engage with the Parenting Team.
- Ensure Salesforce accurately represents the work with service users
- Work closely with the team to screen and process incoming referrals to Parenting.
- Ensure website is an accurate reflection of services offered in the Parenting Service
- Support with the promotion and delivery of the Professional Training Service in One Family
- To actively promote One Family Parenting Services through our referral pathways
- Support the development of policies and procedures relating to various aspects of the Parenting Service
- Support the induction process of new staff and students into the service

- To undertake any administrative duty as requested from time to time such as (but not limited to) mail outs, photocopying, typing etc.

Other

- To be responsible for the completion of all administrative work associated with the post of Parenting Team Administrator
- To attend all required staff meetings, trainings, and development days
- To participate in supervision and reviews with the One Family Director of Parenting
- To undertake other areas of work where necessary or as requested by the Director of Parenting

The **Parenting Team Administrator** in One Family will be responsible to the Director of Parenting daily and will be subject to all the Policies and Procedures of One Family.

Candidates need to:

- Have an excellent telephone manner
- Have excellent administration skills
- Have excellent IT skills particularly in the areas of Zoom, Salesforce, Teams, client system databases, MS Forms, Word, Excel, Outlook and the use of the internet
- Have a client-focussed perspective and be trauma informed
- Be enthusiastic and initiative-taking
- Be an initiative-taker with the ability to work in a team
- Have good written and verbal communication skills
- Have excellent people skills
- Be well-organised with good attention to detail
- Have the ability to work remotely and in house with the team

Although not essential, ideal candidates would also:

- Have experience in the provision of information to individuals by phone, email and zoom.
- Have experience of engaging with parents in a supportive capacity
- Have knowledge of the issues facing one-parent families (separation, family change, homelessness, domestic violence, child development, child poverty, diversity, social supports, community services).
- Have experience of working in the Irish voluntary/community sector

The is fixed term for 12 months, part-time 18 hours per week during office hours, Monday to Friday. Flexibility can be offered and expected. The role will be hybrid (mix of in house and remote working). The remuneration is based on skills and experience ranging from €14.73 - €16.51 per hour.

A cover letter and CV addressing the required competencies should be emailed to: Geraldine Kelly, Director of Parenting, One Family: gkelly@onefamily.ie

Closing date for applications is 5pm on Friday 1st July 2022.
Interviews will be hold over July/August 2022. Correspondence will be shared
via email and interviews may take place via zoom (TBC)

One Family is an equal opportunities employer | www.onefamily.ie

