

Job Description: Family Support Officer

Salary	€36,587 - €40,245 depending on experience
Hours:	Full-time or Part-time, 35 hrs per week
Reporting To:	Family Support Service Coordinator
Supported By:	Youth Services Department Education, Training and Community Practice Department
Term:	1-year fixed term contract, renewable subject to funding and performance
Starting Date:	ASAP
Application Deadline:	10am Monday 21st July

Overview

Belong To's vision is for a world where lesbian, gay, bisexual, transgender, and queer (LGBTQ+) young people are safe to shine and can confidently shape their own futures. We work with LGBTQ+ young people as equals to achieve our vision and create a society where we all belong. We do this through youth work, community engagement, changing attitudes, and research.

Our core values are those of inclusion, integrity, and respect, in an environment of honesty and openness. Our purpose is to create a welcoming, supportive, safe and fun spaces for LGBTQ+ young people. We are committed to collaboration and youth participation. We believe in solidarity and intersectional equality, and our work focuses on human rights and social justice. We are dedicated to continuous improvement in everything we do.

Belong To launched its Family Support Service in 2024, providing supports to individual families and sharing information through webinars and other resources. The Family Support Officer is the primary point of contact for families accessing the service, engaging in direct supports and facilitating peer support groups.

Staff Benefits

Belong To provides staff members with an array of benefits and supports that increase their financial security, health, and well-being. We also support staff members to develop professionally and promote a healthy work life balance. Some of these discretionary benefits and supports include:

- Paid time off, including 26 holiday days, and following successful completion of probation access to our discretionary sick leave, parental leave, and bereavement leave schemes
- Educational assistance programmes (including paid study/ exam leave and an educational fund towards the costs of fees)
- An Employee Assistance Programme (EAP) covering you, and your loved ones.
- A death in service benefit which will pay a lump sum of x4 times your salary to your loved ones in the event of your untimely passing
- Family flexible working hours
- Hybrid Working arrangements
- Tax saver tickets and cycle to work scheme
- Staff coaching and mentoring programmes
- Staff training and development opportunities
- Staff wellness programmes
- Pension contributions (upon completion of 6-month probationary period)

Key Responsibilities and Duties

- Conduct initial assessments and develop individualised support plans to address the unique needs of each family accessing the service.
- Facilitate peer support groups for families to enhance understanding and acceptance of LGBTQ+ issues.
- Offer guidance and education to families on topics such as sexual orientation, gender identity, coming out, healthcare and mental health.
- In collaboration with the Family Support Service Coordinator, design engagement plans to reach diverse family types and families from religious and diverse cultural backgrounds.
- Provide support to families in times of distress or conflict related to LGBTQ+ issues.
- Stay up to date with current research, best practices, and legal developments concerning LGBTQ+ youth and families.
- Maintain accurate date records and files in accordance with national guidelines, procedures and Children First (2017).

- Develop and deliver face-to-face and online information sessions, workshops and educational programmes for families.
- Devise innovative ways of supporting families and extended communities through the creation of safe spaces that meet service users' needs.
- Liaise with external professionals seeking support to deliver services that meet the needs of families of LGBTQ+ young people.
- Represent Belong To on working groups and committees.
- Collaborate with external stakeholders and organisations to develop an interagency approach to working with families of LGBTQ+ young people.

Note

This job description is not a definitive list of tasks; rather it is designed to give an overview of the job. It is envisaged that the post-holder will use their own initiative and develop the job under guidance so that the organisations aims are achieved. It should be noted that the organisation is dynamic and fast paced and it may be necessary to step beyond the areas outlined above to support others from time to time.

Functional Competencies

Essential

- Qualification in a relevant discipline at QQI Level 6 or above.
- At least 2 years' relevant experience.
- Excellent verbal and written communication skills with the ability to lead group discussions and peer support groups.
- Excellent interpersonal and relationship management skills.
- Strong organisational and time management skills, with the ability to prioritise tasks effectively.
- Excellent facilitation skills and experience of public speaking.
- Proficiency in Microsoft Office Suite and other IT skills.

Desirable

- Experience working with young people from disadvantaged communities who are at risk.
- Experience working with databases, e.g. Salesforce.
- Experience working with LGBTQ+ individuals and families, particularly youth.
- Knowledge of LGBTQ+ issues, including sexual orientation, gender identity, coming out and family dynamics.

- Experience with crisis intervention and conflict resolution.

Behavioural Competencies

Team & Collaborative Working

Fosters a collaborative /team working spirit. Actively helps and supports others to achieve team goals.

<ul style="list-style-type: none"> ◆ Contributes to core and wider teams / groups in a consistently proactive and co-operative manner. ◆ Consistently displays positive approach to working with others. ◆ Appreciates the differences between people and is flexible in accommodating others. ◆ Where appropriate, passes constructive feedback to colleagues. ◆ Works for solutions that the majority of team/colleagues can support. ◆ Regularly volunteers and participates in activities. ◆ Shares work out equitably and fairly ◆ Enlists the active participation of everyone to ensure team goals are achieved within the context of the role. 	Level 2
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Stakeholder Focus

Strives to tailor service to stakeholders' needs. Encourages others to focus on the stakeholders. Identifies and clarifies individual stakeholders' needs.

<ul style="list-style-type: none"> ◆ Demonstrates sensitivity and understands the stakeholders' perspective. ◆ Takes opportunities to research and understand stakeholders' needs, gain feedback, and assess ways in which systems and procedures can be improved. ◆ Co-ordinates feedback from stakeholders to ensure satisfaction and shares the results with line manager. ◆ Communicates and actively demonstrates the importance of providing good service to others. 	Level 2
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Effective Relationships and Networking

Uses internal/external networks and relationships to identify and develop opportunities which may be of relevance to the organisation

<ul style="list-style-type: none"> ◆ Understands the conditions for effective partnership working. ◆ Speaks authoritatively on own area of expertise and is credible with partners/colleagues. ◆ Creates network opportunities for own department/team with interested parties to exchange information with others. ◆ Attends and participates in relevant committees and represents and promotes the organisation. ◆ Protects the integrity of relationships by not using influence inappropriately. 	Level 3
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Effective Communication

Tailors communications to effectively reach an audience. Has the ability to influence and negotiate within requirements of the role.

<ul style="list-style-type: none"> ◆ Effectively explains / conveys key, and at times complex, information (technical, legal, regulatory, or procedural) to others, adapting content and style, as necessary and ensuring that this information is understood. ◆ Takes others' perspectives into account when negotiating or presenting arguments ◆ Anticipates reactions to messages and adapts communications accordingly. ◆ Proactively shares information and resources across departments which support improvement. 	Level 3
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Decision-Making & Problem-Solving

Resolves both problems that occur on a regular basis and more complex infrequent problems. Uses judgment to assess and select from alternatives.

<ul style="list-style-type: none"> ◆ Breaks a relatively complex problem down into component parts. ◆ Gathers the relevant information and facts. ◆ Solves problems by a process of analysis, looking at root causes, weighing up the pros and cons of different approaches. ◆ Finds the balance between the need for being thorough (i.e., having sufficient information) with the requirement to make a timely decision. ◆ Uses information from a variety of sources including own networks to solve problems. ◆ Evaluates and makes decisions in relation to procedures, precedents, policies and standards in own area of responsibility. 	Level 2
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**Please note that listed above are the top 5 behavioural competencies applicable to this role and is not the exhaustive list of all competencies relevant to this role.*

Overview of Practical Arrangements

Hours and Place of work

Full-time, Monday to Friday, with flexible start and finish times and hybrid working in place. The nature of this post requires flexibility in the hours of work and will require occasional work in the evenings, at weekends and travel nationally.

The usual place of work shall be in Belong To's office at 13 Parliament Street, Dublin 2.

Holidays

In addition to the usual public holidays the annual leave for this position is 26 working days (pro-rata).

The Protection & Safeguarding of Children and Vulnerable Adults

Belong To LGBTQ+ Youth Ireland has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times and any offer of employment may be contingent on Garda Vetting and Reference Checks. A copy of the organisation's Safeguarding and [Child Protection Policy and Vetting Policy](#) is available for review on our website.

Confidentiality

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Non-Compete/ Non-Solicitation

A condition of the contract of employment offered to the successful candidate will be a restrictive covenant commonly known as a non-compete and non-solicitation clause.

Pre-Employment Health Check

The successful candidate shall be required to complete a pre-employment medical check and be certified as fit to perform the duties of the role in advance of taking up employment.

Belong To LGBTQ+ Youth Ireland is an Equal Opportunities Employer.

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, family status, religious belief, membership of the Roma or Travelling community or any other legally protected status.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a role with Belong To LGBTQ+ Youth Ireland we create a number of both paper and digital records in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. To make a request to access your personal data please submit a request by email to privacy@belongto.org ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s). Information in relation to a candidate's personal data held by Belong To LGBTQ+ Youth Ireland are set out in our [data protection policy](#).

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Belong To LGBTQ+ Youth Ireland may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Belong To provides for the employment of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience in your application.

As part of the shortlisting process, candidates may be selected to take part in a phone screening interview. An invitation to take part in a phone screening interview will be at the discretion of the Expert Panel and does not guarantee a face-to-face interview.

Other Important Information

Belong To LGBTQ+ Youth Ireland will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline, or having accepted it, relinquish it, or if an additional vacancy arises we may at our discretion, select and

recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

Submitting an Application

Please submit a completed application form in advance of the **deadline for applications of 10:00am, Monday July 21st.**

Applications should be submitted by email to: jobs@belongto.org. Please include “Family Support Officer” in the subject line of the email.

We will inform candidates who have been successfully shortlisted. We regret that it is not possible to provide individualised feedback to applicants who have not been shortlisted for interview and we kindly request that you do not call or email seeking feedback. Feedback is available for candidates called to interview.

Interviews are provisionally scheduled to occur on Wednesday August 6th at Belong To’s offices. If you are unable to attend for interview on this date, please state so clearly on your application form. Belong To may, at its discretion, hold more than 1 round of interviews before selecting the successful candidate.

Candidates should note that canvassing will disqualify.



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