

DLDC - Job Description

DEFECTIVE CONCRETE BLOCKS (DCB) COMMUNITY FACILITATOR

Job Title:	Defective Concrete Blocks (DCB) Community Facilitator
Reporting To:	Department Manager
Employer:	Donegal Local Development CLG (DLDC)
Area:	Co Donegal (excluding Inishowen)
Main Purpose of Role:	<p>To support homeowners affected by defective concrete blocks by guiding them through the grant application process and connecting them with appropriate support services.</p> <p>The Community Facilitator will provide one-to-one support to impacted homeowners, helping them navigate the grant scheme and access relevant information and services. They will organise and participate in community information events to raise awareness of the scheme and DLDC's support offerings.</p> <p>The facilitator will work as part of a small team within DLDC and collaborate externally with facilitators in the Inishowen Development Partnership (IDP) and Donegal County Council's Defective Concrete Block Grant Team.</p> <p>The role will also involve participation in monthly inter-agency meetings to share updates, address challenges, and ensure consistent understanding and coordination across all support partners.</p>
SALARY:	Salary funding for this position is €46,411 per annum pro rata.
Conditions of Work:	<ul style="list-style-type: none"> The DCB Community Facilitator will be required to work 35 hours a week. Performance in the role will be reviewed throughout the term. Expected outputs and outcomes will be reviewed formally on a quarterly basis as part of one-to-ones. A probationary period of at least six months will apply. Support in the role will be provided and reasonable caseloads will be set out. This is a 1-year Fixed Term contract, and may cease/continue after this date, dependent on funding. Main base will be in Letterkenny. Benefits include: <ul style="list-style-type: none"> Eligibility for a 6% employer-contributed pension scheme 25 days annual leave & other leave options Flexible and hybrid working options Travel and subsistence allowance Learning and development opportunities Employee Assistance Programme.
Main Duties	
1	To assist homeowners in accessing accurate information and completing the grant application process, with a particular focus on those who may not have the tools to apply online. They will provide information and resources, as well as practical support such as scanning and printing essential documents.

	<p>To manage new client intake, working closely with their colleague to prioritise cases and ensure effective service delivery.</p> <p>To provide client supports through one-to-one sessions as well as group settings, including facilitation and participation in community outreach and information events to promote awareness of the scheme and available supports.</p>
2	To provide assistance to homeowners in accessing the necessary supporting documentation required to make an application, such as Land Registry, Revenue Commissioners, Engineer's Ireland, and so forth.
3	To signpost homeowners in accessing other services, such as health services, counselling services and other services / programmes that are developed.
4	To support homeowners in negotiations with financial institutions in relation to existing mortgages and borrowings.
5	To assist homeowners securing alternative accommodation, such as private rented accommodation, mobile homes etc., depending on requirements and preferences of the applicant.
6	To assist homeowners to secure storage facilities, if required.
7	<p>To work closely with the existing facilitator, liaise with the DCB Community Facilitators in the Inishowen Development Partnership (IDP) and work in partnership with the Donegal County Council's Defective Concrete Block Grant Team.</p> <p>To prepare for monthly meetings, solve problems and share information so all parties have a full understanding of any challenges being experienced in their respective roles.</p>
8	<p>To apprise their line manager on progress to ensure that the role of the DCB Community Facilitator is in line with expectations. To prepare ongoing activity reports on projects for presentation to the working group, and other relevant stakeholders.</p> <p>As outputs and outcomes will be reviewed against KPI's on a quarterly basis, the DCB Community Facilitator will be required to prepare timely reports on the process of the Scheme.</p>
9	To undertake other duties as directed by the CEO or Board of Management.
10	To effectively manage caseload and respond to clients within agreed timelines.

Core Competencies		Essential
1	Competency in Information Provision	<p>A relevant third level qualification, or equivalent, with a minimum of 3 years' experience of working in an information, advice, advocacy or community development setting.</p> <p>An understanding of the issues around the provision of, and access to information, advice and advocacy services.</p> <p>Understanding of schemes available for the Remediation of Damaged Dwellings due to Defective Concrete Blocks.</p> <p>Ability to research and advise homeowners in relation to Land Registry, Revenue Commissioners, Engineer's Ireland.</p>
2.	Interpersonal & Liaison Skills	The DCB Community Facilitator will be required to be able to liaise effectively and efficiently with homeowners, engineers, local authority and housing agency to support homeowners in accessing the scheme. They will need to be a positive problem solver with empathy and strong listening skills, capable of effectively contributing as part of a small team in DLDC.
3.	Project Management Skills	The DCB Community Facilitator will be required to produce timely and relevant reports for the various partners, Committees, Boards and other groups within the DLDC structure. They must demonstrate clearly experience of organising, managing and prioritising own workload. Excellent organisational, administrative and strong working

		knowledge of the standard suite of business- related software and IT packages is essential.
4.	Motivation	Ability to support and motivate homeowners, and others and inspire trust. The DCB Community Facilitator will be required to be a flexible, motivated self-starter who can communicate effectively. They will work well as part of a team and also on their own initiative.
5.	Communication & Reporting Skills	The DCB Community Facilitator will have experience of forming good working relationships with organisations and communities, combined with excellent communication and listening skills. They will have excellent verbal and written abilities, fluent in English. Have strong group facilitation skills and be confidential by nature. Experience in form filling and completing grant applications. They will have strong reporting, analysis and presentation skills.
6.	Skills/Experience	3 years' experience of working in an information, advice, advocacy or community development setting.
7.	'Other'	Must hold a clean, current driving license with access to own transport to fulfil the responsibilities of the role. Must have permission to work in Ireland.
Core Competencies		Desirable
		<ul style="list-style-type: none"> • Demonstrated ability to absorb, analyse and evaluate information from a variety of sources. • Have previous experience in the information or voluntary sector • Proven ability to represent, negotiate and communicate on a client's behalf • Prior experience in negotiations with financial institutions
DLDC reserves the right to enhance criteria, dependent on the responses received to the advertisement.		

Application Process

- To apply for the position, **please submit by email with a letter of application, clearly outlining how you meet the criteria, together with a current Curriculum Vitae** to: Human Resources at vacancies@dlhc.org
- The closing date for receipt of applications is end of day **Friday 8th August 2025** and no applications will be accepted post deadline.
- It is expected that the proposed interview will be held on the **week commencing 18th August 2025**.

We reserve the right to enhance the shortlisting criteria. A panel may be formed from which similar vacancies may be filled.

DLDC is an equal opportunities employer and welcomes applications from all suitably qualified applicants. We have measures in place to ensure that no job applicant receives less favourable treatment on the grounds of race, gender, civil status, family status, age, disability, religion, sexual orientation or membership of the Traveller Community. Canvassing will disqualify. Please advise of any required accommodations or adjustments.

