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## JOB DESCRIPTION

<b>Title:</b>	Community Resource Officer (CRO)
<b>Location:</b>	<b>Office base Dublin 12 covering Dublin North / Kildare. Hybrid working in place.</b> 2 days per week (minimum) required in Dublin office
<b>Hours of Work:</b>	25 hours per week over 4/5 days (specific hours to be agreed with the Director of Services) within office hours with some flexibility for evening and weekend work required.
<b>Travel:</b>	There is a requirement for occasional travel
<b>Reporting to:</b>	Director of Services
<b>Nature of post:</b>	This fixed term contract for 18 months with view to permanent contract subject to funding

### About Epilepsy Ireland

Epilepsy Ireland was established in 1966 and is the national organisation working for people with epilepsy and their families. Our vision is to achieve a society where no person's life is limited by epilepsy. Our work encompasses:

- Information, training and support services for people with epilepsy and their families, delivered from head office in Dublin and 9 regional offices
- Education and training for health professionals
- Raising awareness and improving public understanding of epilepsy
- Advocating on behalf of people with epilepsy
- Funding and supporting epilepsy research

See epilepsy.ie for more information on the organisation and our activities.

### Role Summary

This role involves delivering community services to people with epilepsy, their families and carers, and to health professionals and the wider community. The services that we deliver in each region include one-to-one support, information & advice services, support groups, regional support groups, workshops, talks and seminars, training to health care professionals, and epilepsy awareness talks in schools. Services are delivered both in person and virtually.

The local community resource officer is responsible for delivering the service in Dublin North / Kildare and across the country where needed.

### **Duties:**

#### **One to one support work (face to face and online):**

- To provide appropriate information and support services to individuals on a one-to-one basis – including people with epilepsy, parents of children with epilepsy, family members and carers, and health professionals and wider community.
- To facilitate the Living Well with Epilepsy 'Toolkit' programme.
- To provide hospital and community outreach services on a one-to-one basis.

- To provide a listening and understanding ear.
- To provide advocacy and case management approaches where a service user is unable to advocate for themselves or refer to national advocacy services where appropriate.
- To act as a resource to the service user and advise them of entitlements, education, employment and other areas of their social and economic life and signpost / make appropriate referrals to other relevant services.
- To encourage membership of Epilepsy Ireland and to engage the service users in other services that Epilepsy Ireland offer, where appropriate.

### **Support Groups, Education & Awareness Raising (face to face and online):**

- To deliver self-management programmes
- To deliver support groups and online support groups for the service users, parents, and young people as appropriate to the region.
- To deliver Epilepsy Awareness & Buccal Midazolam Rescue Medication training to healthcare professionals and teachers (training will be provided).
- To deliver Epilepsy Awareness & Buccal Midazolam Rescue Medication demonstrations to parent's/ family members of people with epilepsy.
- To engage with schools and deliver talks and training to teachers and students.
- To raise awareness of Epilepsy and the work of EI through information stands, publicity, information evenings and other appropriate activities.
- To provide or to organise and manage talks, seminars, conferences and events as required.
- To provide training programmes, courses, workshops and other group work as required.
- To assist planning and organisation of EI national conference and other events.

### **External Networking**

- To participate, as appropriate, in local activities of the HSE, NDA, DFI and NAI.
- To network with other relevant agencies and organisations in the region and to participate as required in community related activities, meetings and seminars etc.

### **General Responsibilities:**

- To work with colleagues to ensure cover in all regions when required.
- Maintain records relating to all aspects of the role.
- Produce clear written reports, data/activity records and programme evaluation as required.
- To manage the local spend of the region in an efficient and responsible way where relevant.
- To assist in statutory funding applications, such as the national lottery funding, and to identify and access local sources of funding as appropriate to the region.
- To provide local media support regarding awareness raising activities by contacting media and giving - or arranging for others to give - interviews with media as appropriate in the region.
- To assist in local and national fundraising activities.
- To contribute to the Epilepsy Ireland newsletter and website and engage with social media – as appropriate.
- Report incidents and accidents as appropriate. Maintain vigilance of Health, Safety and Welfare risks in the workplace and bring any concerns to the attention to the Health & Safety Officer. Assist in ensuring that the requirements of the Health & Safety at Work Act are implemented.
- Be familiar with and adhere to the Epilepsy Ireland's policies and procedures.

- Engage with Quality Mark processes as required.
- Participate in the Epilepsy Ireland performance management system and engage in regular supervision and appraisal.
- Participate in relevant training and development courses as agreed with line manager.
- Demonstrate a commitment to the work of Epilepsy Ireland and carry out the work of the organisation in an efficient and effective manner.
- Carry out all other reasonable duties as directed by line manager.
- The above is a guide to the nature of the work required. It is not wholly comprehensive or restrictive.
- This job description will be reviewed from time-to-time, in line with the organisation's needs.

### **Person Specification:**

#### **Minimum**

- Third level qualification (ideally to degree level) in a relevant discipline - e.g. community work, disability, social care, social work, public health, education, psychology, mental health, nursing or other similar
- Min 3 years' post-qualification experience working in disability, health education, voluntary / community sector or care sector work or similar. Work directly related to epilepsy education and knowledge / experience of Epilepsy will be a distinct advantage.
- Experience in supporting individuals in a one-to one-setting
- Group facilitation skills
- Experience delivering education / training / presentations to groups
- Excellent computer literacy including experience in CRM systems (Salesforce)
- Excellent communication skills with the ability to show empathy and understanding
- Fluent English with excellent oral and written skills
- Flexibility and Adaptability and to be able to learn and work as part of a wider team
- Ability to self-motivate and self-manage and plan own workload
- To work with appropriate professional boundaries

#### **Preferable**

- Full clean driving licence and access to a vehicle
- Experience of working in the non-profit sector

#### **Benefits**

- Competitive salary
- Time in lieu policy
- Hybrid working policy
- Flexible working hours
- Defined Contribution Pension scheme – on completion of a successful 6-month probationary period
- Employee Assistance Programme
- Bike to work scheme

**TO APPLY FOR THIS ROLE:**

Please send your Curriculum Vitae **plus** a detailed covering letter explaining why you wish to apply for the position, highlighting your relevant skills and experience to Catherine Powell at [recruitment@epilepsy.ie](mailto:recruitment@epilepsy.ie)

Please use the reference '**CRO Dublin North / Kildare**' when applying.

The closing date for receipt of applications is **5pm on Monday 14<sup>th</sup> October**.

Incomplete applications will not be considered (CV + cover letter). Shortlisting for interview will apply and will be based on the information contained in the CV and covering letter. The first interview will reduce the initial short list and remaining candidates may be invited for a second interview.

Interviews will be held during the week of 21<sup>st</sup> October 2024.

The role will be subject to Garda vetting, verification of qualifications and reference checks.

Canvassing will disqualify. We reserve the right to readvertise if suitable applicants do not come through shortlisting process.

*EPILEPSY IRELAND IS AN EQUAL OPPORTUNITIES EMPLOYER*

*For the moment, we do not require the assistance of recruitment agencies.*