

### **Information & Helpline Manager - National Office, Temple Road, Blackrock, Co Dublin**

The Alzheimer Society of Ireland works across the country in the heart of local communities providing dementia specific services and supports and advocating for the rights and needs of all people living with dementia and their Carers.

Our vision is an Ireland where no one goes through dementia alone and where policies and services respond appropriately to the person with dementia and their Carers, at the times they need support.

A national non-profit organisation, The Alzheimer Society of Ireland is person centered, rights-based and grassroots led with the voice of the person with dementia and their Carer at its core.

The ASI is currently recruiting for a Information & Helpline Manager, who will be based in The Alzheimer Society of Ireland, National Office, Temple Road, Blackrock, Co Dublin.

This is a permanent, full time contract working a hybrid model with a two days per week required in National Office, Temple Road, Blackrock, Co Dublin.

The Information & Helpline Manager must have in person attendance for scheduled meetings, training and work events as required. The Manager must also travel with the Mobile Information Service when it is planned and scheduled, for example to the Ploughing Championship.

To be successful in this role you will need good organisational and planning skills, be detail oriented and understand the need for confidentiality.

You will need good communication and organisational skills and be able to work on your own initiative as well as part of a team.

If you are interested in applying for this post, please submit a full and up-to-date CV and covering letter explaining why you feel you could undertake this role to [recruit@alzheimersociety.ie](mailto:recruit@alzheimersociety.ie)

Closing date for applications is the 9<sup>th</sup> of February 2024

The Alzheimer Society of Ireland is an Equal Opportunities Employer.

**Purpose of Position:**

The Information & Helpline Manager post works within ASI's Dementia Advisory Services department as part of our work to be a leading provider of information and support to people with dementia and their families. The post works to ensure ASI's Helpline, Mobile Information Service and information resources respond to, and are informed by, the needs of people with dementia and their families, and are relevant, accurate, accessible and of high quality.

The Helpline & Information Manager post will ensure the day-to-day delivery a high quality and accessible ASI Helpline Service and build the reach of the service nationally in line with strategic plans and targets. The role has responsibility for the development of new, and the maintenance of existing, information resources in multiplies formats and managing the distribution of these resources internally & externally. The post also has responsibility, working closely with the Dementia Advisor Co-coordinator and team, for the growth and day to day operation of the Mobile Information Service.

**Main Duties and Responsibilities:**

1. Develop and implement approved annual work plans for the National Helpline, Information Resources and Mobile Information Service in line with ASI Strategic plan and targets.
2. Manage the day-to-day running of the Helpline to ensure the delivery of the service in line with ASI guidelines, supporting the staff and volunteers to deliver their roles and to act as a point of escalation for the team.
3. Facilitate regular team meetings, one to one staff support and supervision meetings.
4. Plan and deliver recruitment and training plans for new volunteers to meet service demands
5. Further develop the quality and control systems of the Helpline and maintain the identified quality assurance standard in consultation with line manager and in line with ASI strategic plan and targets.
6. Promote the National Helpline to existing and potential service users and relevant stakeholders and to build the reach of the service nationally in line with ASI strategic plan and targets.
7. Manage the collection, inputting and reporting of all statistical information from the Helpline. To analyse data and emerging trends from the Helpline CRM system and ensure the delivery of annual report and agreed regular reporting as required by line manager.

8. Manage the development of new information resources in multiple formats (print, digital etc.) and maintain existing resources in line with ASI strategic objectives, policies and procedures and in consultation with line manager.
9. Update, monitor and create website content for agreed sections of ASI website and manage information section of ASI intranet.
10. In conjunction with the Helpline team and Dementia Adviser Service, to ensure the day-to-day running of the Mobile Information Service in line with ASI procedures and guidelines.
11. Deliver talks and seminars to internal and external stakeholders at locations throughout Ireland and represent ASI at information stands, on our Mobile Information Service, seminars and events as agreed with line manager.
12. Manage the budgets and budget reporting for the Helpline & Information area in co-operation with line manager.
13. Manage the administration of ASI information resources and support ASI Helpline and Dementia Advisor teams with information queries and management of information management systems.
14. Carry out any other duties that may be assigned from time to time.

The above statements are intended to describe the general nature and level of work required from this position. They are not intended to be an exhaustive list of all responsibilities and activities required. The holder of this position is required to respond with a flexible approach when tasks arise which are not specifically covered in this job description

## **PERSON SPECIFICATION:**

### **Knowledge/Experience :**

- Have a primary degree or equivalent; in health sciences, health care or in a dementia area is desirable.
- Have demonstrated knowledge and an understanding of dementia and related issues
- Minimum 3 years proven experience providing a support service to people facing a life changing health diagnosis or life event where the provision of information was a core part of the role
- An understanding of the issues around the provision of, and access to information and advice service for people with dementia and their families or another health related area.
- Knowledge of the health sector, voluntary sector and older people issues.
- Experience working with a team, with a preference for experience working with or leading a team

of volunteers.

### **Skills/Competencies:**

- Excellent project management, organisational and administrative skills.
- Demonstrated ability to absorb, analyse and evaluate information from a variety of sources.
- Demonstrated ability to write accessibly and accurately in print and online platforms.
- Strong oral communication skills with ability to present, deliver talks and represent ASI.
- Excellent interpersonal skills with ability lead and motivate a team of volunteers and staff, work with teams internally and externally and develop partnerships.
- Ability to assess the needs of service users and adopt the service to meet needs in line with organisational policies and strategic plan.
- Strong computer literacy skills and experience in working with databases & content management systems.
- Strong active listening skills and facilitation skills
- Ability to prioritise work and meet deadlines.
- Constantly maintains high standards of behaviour and performance, exercising due care and discretion ensuring necessary and sufficient controls are in place to safeguard the integrity of the National Helpline service and ASI.

### **Other Requirements:**

- Have an understanding and knowledge of the work of ASI, its mission and vision and be committed to living ASI values in every aspect of their work.
- Be committed to the provision of free, confidential, impartial, local and independent information and advice services.
- Be open to working unsocial hours as may be required from time to time and willing to attend evening and occasional week-ends.
- Seeks out new and / or additional duties, demonstrates ability to generate new ideas and acts on them accordingly.
- Patience and empathy.
- Reliability and flexibility.
- Enthusiasm and motivated self starter.
- Resilience and ability to provide high quality service in a busy environment.
- Full clean drivers licence and access to own car .