



SENIOR INFORMATION AND TRAINING OFFICER

JOB DESCRIPTION

Duties and Responsibilities

- Collate and present accurate and up to date information on matters of relevance to unmarried parents and their children by phone, email and in person.
- Primary responder to information calls and requests to the National information Service.
- Take a lead in updating Treoir's publications, researching current information and ensuring accuracy of all publications.
- Contribute to Treoir's policy programme by highlighting issues emerging from calls to the information centre.
- Identify groups in line with Treoir's strategic objectives that would benefit from an outreach workshop. Plan and deliver 20–25 outreach workshops annually to groups of unmarried parents, professionals who provide services to unmarried parents on the following topics, legal rights and responsibilities of unmarried parents, shared parenting and explaining family relationships, information on social welfare entitlements, employment options and training and educational opportunities for parents. Outreach sessions can be online or face to face.
- Contribute to Treoir's communications with external services, members, and the public by providing information on changes in the budget and any other relevant updates.
- Develop responses and contribute to articles that address misinformation and/or new developments in relation to unmarried parents.
- Participate in information briefing events for Treoir and member agencies on relevant topics.
- Contribute to advocacy materials and campaign for improvements in the rights and circumstances of unmarried parents.
- Engage with the annual revision and dissemination of the Information Pack.
- Input accurate data into Treoir's database (Salesforce CRM system) and update as required.
- Contribute to the maintenance and review of Treoir's data collection systems in line with emerging themes.
- Maintain and prepare, as required, reports and statistics on Treoir's work and the population it serves.
- Ensure returns are made to funders on time.
- Train and update team members on legislative changes and impacts on families.

- Contribute to the preparation of grant applications.
- Collate and disseminate 'What it Says in the Papers' to Treoir's membership weekly
- Ensure the information team meet monthly to review information service and examine call content that may require updated information or a policy response.
- Attend and participate in reflective practice with team members.
- Attend all relevant team meetings and represent Treoir externally where appropriate.
- Assist with any other duties, as requested by CEO.

Treoir is an equal opportunities employer.

Core Competencies and Skills:

Attain, Analyse and Present Information

Research and writing skills

Analytical skills

Communication skills

Training Skills

Planning and Organisation skills

Teamwork

Critical thinking and problem-solving

Interpersonal and relationship building

Understanding of Trauma informed practices

The officer will be a self-starter with a positive can-do attitude at all times, be dependable and flexible, and be committed to working as part of a team with a commitment to the values and principles of Treoir.

Qualifications: A relevant third level qualification is essential, preferably in social science.

Experience

- At least 3 to 5 years relevant experience and a proven record of accomplishment in a relevant area.
- Experience of providing training to diverse groups.
- Strong IT skills, including database management.
- Experience using databases.
- Experience of information provision to vulnerable groups and an understanding of the socio-legal issues relevant to unmarried parents.

Reporting Relationship

The Senior Information and Training Officer reports to the CEO.

Remuneration: Salary will be commensurate with experience and will be Treoir's scale job category 3 €40,000 - €51,000