



## Children in Hospital Ireland

### INFORMATION AND COMMUNICATIONS OFFICER

#### Recruitment Pack

#### 1. OVERVIEW

Children in Hospital Ireland is a registered charity and a company limited by guarantee. The organisation has its office in Sandyford, Dublin 18. Children in Hospital Ireland delivers a national volunteer-provided play and recreation service in hospitals throughout the country; advocates to promote the highest standards in the delivery of healthcare for children; provides information for parents and carers of hospitalised children; and works collaboratively with support groups for children who are ill or have long-term medical conditions.

#### 2. JOB DESCRIPTION

<u>POSITION:</u>	Information and Communications Officer
<u>CONTRACT TYPE:</u>	Full-time
<u>START DATE:</u>	February/March 2023
<u>OFFICE BASE:</u>	Head Office, Sandyford, Dublin 18. Some hybrid work is possible
<u>REPORT TO:</u>	CEO of Children in Hospital Ireland

#### OVERALL PURPOSE AND CONTEXT:

The position of Information and Communications Officer will focus on developing Children in Hospital Ireland's existing work in relation to the dissemination of information to key stakeholders, including families with children in hospital, the organisation's volunteers, supporters, funders and donors, policy-makers, and relevant organisations in the statutory and voluntary sectors.

Reporting to the CEO, the Information Officer will be someone who is capable and energetic, who thrives in a busy environment, and is willing to take on new tasks so as to respond effectively to changing demands.

#### 3. ROLE:

- Leading Children in Hospital Ireland's work in the area of information gathering and dissemination;

- Reviewing Children in Hospital Ireland’s current information and communication needs;
- Working at a strategic level to develop policy and procedures in the area of information and communications;
- Establishing a coherent system for identifying key stakeholders and their information needs;
- Supporting all staff in relation to their information and communication needs;
- Supporting the work of the organisation in the areas of fundraising, volunteer recruitment, promotion of annual events, and information dissemination through its new Parents’ Resource Hub.

### WORKING RELATIONSHIPS:

Reporting to the CEO, the Information and Communications Officer will develop and maintain positive professional relationships particularly with colleagues, the Board, volunteers, and the external partners of Children in Hospital Ireland.

### JOB DESCRIPTION

#### *Specific responsibilities and duties*

- Carry out a review of current information channels used by Children in Hospital Ireland, in light of the key stakeholder groups identified;
- Review the IT based systems currently used by the organisation for storing and sending information;
- Work with staff members to identify their information needs;
- Develop policy and procedural guidance for Children in Hospital Ireland’s communications work;
- Identify and develop appropriate mailing lists to respond to the information needs of staff members;
- Disseminate information via both traditional media channels and social media;
- Ensure that the metrics for social media interactions are recorded and reviewed;
- Promote specific events, in particular, volunteer recruitment events and information for parents and families, through targeted channels;
- Assist in the preparation and advertising for the Children in Hospital Ireland Annual Lecture in 2023;
- Identify and utilise suitable information channels to promote Children in Hospital Ireland’s policy and advocacy work, through press releases, newsletters, submissions, etc.
- Assemble information in regard to relevant opportunities for raising funds (through, for example, grant applications, fundraising events, partnerships);
- Liaise with the Network of Childhood Illness Organisations to understand the wider context of the information needs of families of children in hospital;
- Provide support to Children in Hospital Ireland projects, campaigns and events;
- Carry out other relevant tasks as identified from time to time by the CEO.

## 4. REQUIREMENTS

### *Professional*

- Relevant professional experience in the areas of information and communications;
- Knowledge and understanding of the voluntary sector in Ireland, and preferably experience of working or volunteering in the sector;
- Excellent oral and written communications skills;
- Administrative skills and experience;
- Computer skills and experience, including use of Microsoft Office, database management (Salesforce or similar), and facilitation of online meetings and events;
- Proven time management skills, with ability to prioritise and work to deadlines and manage a busy work load.

### *Personal*

- Dependable, confident professional manner;
- Strong motivation and positive disposition;
- Excellent communication and team work skills;
- Ability to work in a busy environment;
- Commitment to the highest ethical standards;
- Ability to build and maintain strategic working relationships;
- Enthusiasm and ability to work on own initiative;
- Adaptability and flexibility (including flexibility to work occasionally outside normal office hours).

Candidates from non-EU/non-EEA countries will need to have current permission to work in Ireland.

Candidates must be willing to undertake vetting by An Garda Síochána National Vetting Bureau. Police clearance may also be required from any country where a candidate has spent more than six consecutive months since the age of sixteen years.

## 5. QUALIFICATIONS

Third-level qualification in a relevant discipline and a minimum of two years' experience in a professional setting.

Willingness to undertake training as required.

## 6. CONDITIONS

This position will be initially for a period of one year. A probationary period will apply. Salary range: €35,000 – €38,000 per annum, payable monthly in arrears.

Hours: The position will be for 37 hours per week. Normal office hours will apply but there may be occasional evening and weekend work. A time in lieu system operates.

Annual Leave: 22 days.

This job is based in Dublin and may involve a small amount of travel outside Dublin.

A complete list of terms and conditions will be made available to the candidate offered the role through the Staff Handbook. Children in Hospital Ireland is an equal opportunities employer.

## **7. APPLICATION**

If you wish to be considered for this position, please indicate your interest by sending a letter of application stating why you are suitable (no more than one page), together with a copy of your CV, by the closing date, **Friday, 27 January 2023**, to Julia Dressler at: [julia@childreninhospital.ie](mailto:julia@childreninhospital.ie). Please put **Information Officer** in the subject heading.

Paper applications may be sent to:

Julia Dressler, Children in Hospital Ireland, Suite 113, 4–5 Burton Hall Road, Sandyford, Dublin 18.

**Please note: Applications without a cover letter will not be considered.**

## **8. RECRUITMENT TIMETABLE**

Closing date for applications: Friday, 27 January 2023, at 5 p.m.

Interviews for this post will take place in mid-February 2023.