

## **Irish Refugee Council: Receptionist and Triage Officer** **(<https://www.activelink.ie/node/109648>)**



### **Receptionist and Triage Officer**

**Job title:** Receptionist and Triage Officer

**Hours:** Full-time 5 days per week (35 hours)

**Location:** 37 Killarney Street, Dublin 1

**Travel:** Yes, but rarely

**Salary:** €33,000-€35,00 depending on experience

**Reporting to:** Information and Advocacy Service Manager

**Annual Leave:** 25 days

**Contract duration:** 12 months, extendable subject to funding

**Date posted:** 17 July 2024

**Application Deadline:** 6 August 2024 at 10am

### **Introduction and overview**

The Irish Refugee Council believe in a fair and inclusive society for people seeking international protection in Ireland. We believe that every person has a legal right to claim asylum and to have their application considered in a fair and transparent manner, in accordance with the 1951 Convention relating to the status of refugees.

Our work involves services and supports to people seeking international protection and refugees. We provide information and early legal advice as well as integration supports around housing, education, employment, youth work and resettlement. Through our services we identify trends and issues that require change and advocacy.

We are recruiting a *Receptionist and Triage and Officer*. The right candidate will be an excellent communicator who is able to manage a very busy reception space, respond to incoming queries from multiple sources and ensure the effective of delivery of up-to-date information. The person will engage with people who use our services and also other stakeholders primarily in person but also by email and phone. The Irish Refugee Council is open to the public 3 days a week, on these days the person will be based in reception, engaging directly with service-users. The person will work closely with the Information and Advocacy Service but will also be required to support other parts of the organisation's work, including our Law Centre and general office administration. The candidate will be organised, detail-oriented and work well in a pressured environment. .

The role is critical for the organisation and is often the first point of contact for people who access our services. The person will liaise and work with all staff and will be crucial to contributing to both our impact and the overall running of the office.

This position is partly funded by the Scheme to Support National Organisations, Pobal and the Department of Rural and Community Development

## Principal Duties and Responsibilities

- Maintaining and developing a welcoming and informative reception space
- Triage service-user queries in-person or by email to identify their needs
- Providing up-to-date information to service-users, as well as other stakeholders
- Advocating on behalf of service-users
- Referring service-users to supports within and outside of the organisation
- Updating our CRM and maintaining client files
- Managing the Information and Advocacy service appointment system
- Administrative support when required including
  - Opening and closing files, file documentation, maintain legal casework system up to date for our Law Centre.
  - Performing other ad-hoc administrative and receptionist duties when required, including:
    - Handling external and in-coming post
    - Manage office stationery and other material (orders, stock, administration, and organisation)
- Participate in IRC team meetings and casework meetings
- May be asked to assist at Irish Refugee Council events and support with organising outreach and online events may also be required

## Person Specification: Qualifications, Experience, and Skills Required

- Experience in a customer-facing role is a must
- Ability to communicate effectively with non-native English speakers from diverse backgrounds
- Previous experience working with people seeking protection, migrants or refugees is an advantage
- Demonstrable commitment to the human rights of vulnerable groups
- Knowledge of Irish asylum and immigration law is an advantage.
- Ability to speak in Arabic, Pashtu, Farsi, Somali is an advantage
- Excellent verbal and written English skills (<https://www.pitman-training.ie/our-courses/career-development/learn-english/>)
- Outstanding organisational, communication, and time management skills
- High Proficiency in Microsoft Office (Word), experience of Excel, and Salesforce CRM an advantage
- Polite, friendly, and reliable
- Flexible and adaptable approach to work with a positive attitude ability to work well under pressure

## Equality, Diversity, and Inclusion

The Irish Refugee Council is committed to creating an inclusive environment where diversity is celebrated, and everyone is afforded equality of opportunity. We welcome applications from everyone, from people with direct experience of the international protection process and who have lived in Direct Provision.

## Staff Benefits and Salary

- €33,00-€35,000 depending on experience
- 1 year contract.
- 5 days per week.
- 25 days annual leave plus additional paid leave at Christmas.
- A commitment to professional development including access to an annual career professional development fund.
- A comprehensive induction process.
- A diverse working environment.
- Employee Assistance Programme that offers expert counselling and support.
- Flexible and supportive working arrangements.
- Pension after passing probation period of six months. Contribution of up to 7.5% of salary on condition that staff member contributes 3.75% of salary.
- Car and Bike parking.

## Application Process

- Please send a **CV and cover letter** to [recruitment@irishrefugeecouncil.ie](mailto:recruitment@irishrefugeecouncil.ie) (<mailto:recruitment@irishrefugeecouncil.ie>)
- The phrase **"Receptionist"** must be inserted into the email subject matter line. Please save your CV and cover letter in one file and give it your name. The content of emails will not be included in your application so please include all details in your cover letter.

- The cover letter must clearly address the requirements outlined above. Only applications addressing the requirements will be considered. Applicants should give examples of how their experience meets the points listed in the Person Specification.
- Each application will receive an email acknowledgment upon receipt of application.
- Interviews will be held in person.

**Region**

Dublin 1

**Date Entered/Updated**

18th Jul, 2024

**Expiry Date**

6th Aug, 2024

---

**Source URL:** <https://www.activelink.ie/vacancies/civil-liberties-human-rights/109648-irish-refugee-council-receptionist-and-triage-officer>