

One Family: Case Management Coordinator | Parenting Service **(<https://www.activelink.ie/node/114257>)**



Case Management Coordinator | Parenting Service

One Family - Ireland's national organisation for one-parent families is recruiting full-time permanent Case Management Coordinator.

One Family is Ireland's organisation for people parenting alone, sharing parenting or separating. We provide support, information and specialist family support services to all members of all one-parent families, as well as to those experiencing an unplanned pregnancy and to professionals working with one-parent families. One Family's vision is that every family in Ireland will be cherished equally, and will enjoy the social, financial and legal equality to create their own positive future.

The Parenting Service requires a Case Management Coordinator to support the Parenting Service Manager in:

- Processing referrals coming into the Parenting Service
- Carrying out a comprehensive review of the needs of the child/ parent/family being referred.
- Ensuring timely and effective decision-making.
- Supporting the parenting team with complex cases and providing consistent case practice support & supervision.
- Promoting a calm, child-focused approach to families often in crisis.
- This is a fast-paced environment where every day is different, making it ideal for confident, adaptable professionals with a passion for leadership and making a difference

The Case Management Coordinator role will take direction and work closely with the Parenting Service Manager in One Family. The ideal candidate will utilise their broad family support background, as well as their project management skills and knowledge of interagency work to support a multidisciplinary staff team to continue to deliver a professional family support and therapeutic support service in line with One Family's mission and strategic plan 2025-2027. We seek and recruit candidates who display excellence and innovation.

Case Management Coordinator Job Description

Direct Client Work (children and families)

This role will have expansive hands-on experience of working directly with children and parents, allowing them? to carry out the following:

- Directly process referrals, carry out assessment of needs for all referrals into Parenting.
- Allocation of service users across the various parenting service interventions across Separating Well for Children (Tusla funded project) and Parenting Family Support | Infant Mental Health.
- Support the parenting team in their direct case work with children and parents.
- Ensure all outcomes measurements and evaluations of service users are fully implemented.
- Ensure accurate records of service user engagements are held on the One Family CRM database in line with GDPR policies and guidance.
- Act in a supporting role for the Designated Liaison Person within the organisation.
- Ensure best practice is at the forefront of the Parenting Service.
- Develop and maintain positive relationships with colleagues within the Parenting Team and across One Family.
- Work with the Parenting Service Manager to implement the mission and strategic plan of the Organisation.

Interagency Engagement:

- Work closely with Tusla and other colleagues across the sector to support service users' needs and the development of referral pathways.
- represent One Family on local and regional committees and networks as the voice of one parent families and families post separation.
- Engage with Meitheal and support the Parenting Service to engage with Meitheal and similar interventions where appropriate.

Development and Innovation :

- Support the Parenting Service Manager in responding to, designing and implementing new and innovative services to support the needs of one-parent families and those parenting post-separation in line with the strategy.
- To work closely with the Parenting Service Manager to actively seek and deliver on funding

Practice to Policy and Training :

- To deliver information sessions to other agencies/groups on the work of One Family.
- To support the Parenting Service Manager in identifying gaps in practice which need to be addressed at a policy level.
- To support research opportunities around the needs of one-parent families and those parenting post-separation.

Funder Relationships and Fundraising:

- Support the Practice Manager in maintaining excellent relationships with key funders.
- Support One Family's Make a Wish Come True, Christmas campaign annually to support service users.
- Support the Parenting Service Manager in reporting to funders throughout the year.

Other:

- Manage all appointed activities within an agreed departmental budget.
- Support the Services Team to develop and implement all best practice policies to support the direct work with service users.
- Support and implement all policies and procedures in line with the organisation.
- Take responsibility for all administrative work associated with the post.
- Support student placements in One Family.
- Ensure all statistics are maintained and produce reports as required on all work.
- Participate in all required staff meetings, trainings, strategic plans and development days.
- Participate in supervision and reviews.
- Undertake other areas of work where necessary or as requested by Line Manager and the CEO.

Person Specification

Candidates must have:

- Third level qualification in Social Care, Early Years, Psychology or other related discipline. The candidate must have at least **6 years post graduate experience** in working directly with children and parents.
- Solid track record in working with children and parents who experience complex and challenging situations and family transitions.
- Extensive experience and knowledge of child safeguarding, family law, domestic violence, poor mental health, addiction, homelessness, minority communities' needs and other systemic issues our service users face such as stigma and isolation.
- Experience of working within a diverse staff team.
- A strong understanding of the organisations vision and mission and other key stakeholders working in the sector.
- Good understanding of Salesforce (CRM database) and GDPR legislation.
- Excellent written and verbal communication skills
- Strong knowledge of the importance of interagency work in this sector.
- An enthusiastic and motivated self-starter attitude with the ability to work in a team.
- Detail orientated mindset and ability to multi-task.
- Excellent interpersonal, networking and relationship-building skills.
- Excellent project management skills.

Although not required, ideal candidates would also have:

- Experience of working in the voluntary/community sector.
- Knowledge or experience of the issues affecting one-parent families.

Terms of Role:

This is a full-time permanent role for 35 hours per week. The role is based in One Family offices in Smithfield, Dublin 7. One Family offer a hybrid model of service delivery and hybrid model of working for employees; however, it is anticipated that initially the role will primarily be in-person.

The full-time starting salary scale is €44,106.85 - €46,312.19 for a 35-hour week based on skills and experience. Annual leave and other benefits will be provided.

The post is subject to a six-month probationary period.

One Family provide a range of benefits including:

- Employee Assistance Programme
- Cycle to Work scheme
- 25 days annual leave (pro-rated accordingly for part time staff)
- Two staff privilege days: Christmas Eve & Good Friday
- Hybrid work
- Company laptop
- Company pension contribution

Applicant Process:

A cover letter and CV addressing the required competencies should be emailed to Director of Parenting, One Family at gkelly@onefamily.ie (<mailto:gkelly@onefamily.ie>)

Closing date for applications is Wednesday 26th March 2025 @ 12 noon

Interviews are expected to take place in early April.

Your application should be marked clearly: One Family Director of Parenting & Professional Development.

Region

Dublin 7

Date Entered/Updated

6th Mar, 2025

Expiry Date

26th Mar, 2025

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