

## **Dyspraxia DCD Ireland: Administration Officer POTTTS Programme** **(<https://www.activelink.ie/node/114844>)**



### **Job Title: Administration Officer POTTTS Programme**

**Location:** Flexible

**Hours:** 18 hours per week with capacity to grow the role

**Salary:** €19,656 (this is the pro-rated salary for 18 hours)

**Annual Leave:** 25 days per year (pro-rata)

**Reports to:** POTTTS Programme Coordinator

#### **Key Relationships & Interactions:**

##### **Internal**

CEO, clinical staff, administration staff, internal contractors.

##### **External**

Members, People with Dyspraxia/DCD and their families, Health Services Executive, Children's Disability Network Teams, Community and Voluntary Sector Organisations, Universities, Other key stakeholders as required.

## **The Organisation**

### **About Dyspraxia/DCD Ireland**

Dyspraxia/DCD is Ireland's national charity for children and adults with Dyspraxia/DCD (Developmental Coordination Disorder) and their families. We are a registered charity and a not-for-profit company limited by guarantee (CLG) that aims to increase awareness of Dyspraxia/DCD Ireland and support people with Dyspraxia/DCD and their families through education and training activities, therapeutic support programmes, advocacy and lobbying. Dyspraxia/DCD Ireland is a member based organisation with a strong partnership development ethos; we work closely with clinicians and Universities in Ireland and the UK to build research and best practice. Dyspraxia/DCD Ireland operates in an inclusive and transparent manner with a strong focus on good governance.

### **Our Approach to Service Delivery**

Our services are guided by our values and informed by best practice and family centred and strengths based approaches. We recognise that developing skills, building confidence and strengthening relationships will help people with Dyspraxia/DCD to protect their wellbeing and to live independently through childhood and into adulthood. We promote well researched interventions based on client preferences to guide and inform the delivery of treatments and services.

### **Our Vision**

A society where people with dyspraxia/DCD have the knowledge and skills to live to their full potential, and where family members, friends and service providers understand how best to offer supports.

## Our Values

As an organisation, we commit to the following values in all aspects of our work:

1. **Integrity**
2. **High-quality**
3. **Inclusive**
4. **Transparent**
5. **Responsive**
6. **Impact driven**

## Position Summary

- We have a new and exciting role for a self-directed and confident individual to join our team to provide administrative support to our POTTTS (Partnering for Occupational Therapy Telehealth Services) programme. The role is versatile and flexible and will ensure that the successful candidate will learn a wide range of skills to enhance their career progression in the disability sector.

### Our ideal candidate would have:

- 3+ years of experience working in a busy and varied office environment
- Excellent client engagement skills
- Strong, concise and empathetic communication skills
- Proficiency with Microsoft Office (Word, PowerPoint, Excel & Outlook)
- A professional, flexible attitude with a strong work ethic and proven reliability
- Strong organisational skills with the ability to multi-task
- The ability to accomplish goals as set out in the POTTTS strategic plan
- A relevant academic qualification or aligned prior work experience

## Key Responsibilities

- Handle all incoming requests for information and support in a sensitive, timely and professional manner.
- Assess and categorise the support and information requirements of individuals seeking information and support from Dyspraxia/DCD Ireland.
- Booking in appointments with families and managing the clinic calendar
- Arranging assessments and occupational therapy sessions
- Sending appointment reminders to families and following up on non-attendances
- Prepare and manage various clinical and non-clinical documents, including letters of invitation, reports, presentations, and invoices.
- Organise calendars, resources, information materials and provide support for a range of online and in person events based on particular needs.
- Adhere to protocols and policies to ensure compliance with all GDPR and legal regulations and best practice guidelines.
- Engage in appropriate training to meet the evolving needs of the service.
- Develop and maintain positive relationships with key stakeholders.
- Maintain the organisation's data base and collate data on a regular basis.
- Actively participate in innovation and support change and improvement initiatives within the organisation.

## Essential Skills

- Excellent interpersonal skills.
- Previous digital file management in a confidential environment.
- Ability to adapt communication and engage with a diverse community of people.
- Excellent time management, prioritisation and organisational skills.
- Strong ability to communicate in the written form including in emails or guidance documents.
- Strong computer literacy.
- Strong administrative skills.
- Discretion and confidentiality.
- Experience in remaining calm and in control in challenging situations by utilising appropriate risk assessment and situation management skills.
- Capacity to plan, organise and prioritise

- Resilient and open to change
- Self-directed, Innovative and a problem solver
- Empathy, creativity and curiosity

## Desired Skills /Experience

- Lived or family experience of Dyspraxia/DCD.
- A working knowledge of Salesforce and Clinico systems.
- An understanding of social inclusion issues.
- Knowledge of disability and equality legislation and public policy.
- Experience in organising online education workshops and in person events.
- Experience of working in a helpline setting.

## What we can offer you

- Flexible hours, work from home, and hybrid working arrangements.
- Ongoing training and professional development opportunities.
- 25 days' annual leave per year (FTE).
- Gifted three days' annual leave at Christmas.
- Access to our VHI staff support programme.
- An ergonomic assessment and necessary equipment to enable you to work from home.
- A fun, exciting and challenging work environment within a supportive team.

## Further information

Please outline in your cover letter your suitability for the role with the above criteria in mind. Candidates will be short-listed based on their response to the above criteria and will be contacted by email for interview.

Further information on Dyspraxia/DCD Ireland can be found here: <https://www.dyspraxia.ie> (<https://www.dyspraxia.ie>)  
<https://www.dyspraxia.ie/Strategic-Plan> (<https://www.dyspraxia.ie/Strategic-Plan>)

Further information on the POTTTS Programme can be found here <https://www.dyspraxia.ie/POTTTS-Student-Programme>  
(<https://www.dyspraxia.ie/POTTTS-Student-Programme>)

Further information on the HSE National Service Plan 2024 can be found here:  
<https://www.hse.ie/eng/services/publications/serviceplans/hse-national-...>  
(<https://www.hse.ie/eng/services/publications/serviceplans/hse-national-service-plan-2024.pdf>)

Further information on the HSE National Service Plan 2025 can be found here: <https://about.hse.ie/publications/hse-national-service-plan-2025>  
(<https://about.hse.ie/publications/hse-national-service-plan-2025>)

**Informal enquiries for this position are welcomed by contacting:**  
**Sharon Lane, CEO Dyspraxia/DCD Ireland [sharon@dyspraxia.ie](mailto:sharon@dyspraxia.ie)**  
**(<mailto:sharon@dyspraxia.ie>) Mob: 087 6441611 (tel:0876441611)**

Closing date for receipt of applications 15th April 2025  
Interviews will be held online on the 18th April 2025

**Region**  
Flexible

**Date Entered/Updated**  
2nd Apr, 2025

**Expiry Date**  
15th Apr, 2025

---

**Source URL:** <https://www.activelink.ie/vacancies/interest-groups/114844-dyspraxia-dcd-ireland-administration-officer-potts-programme>