

spunout: Clinical Support Facilitator, Nights
(<https://www.activelink.ie/node/115272>)



Clinical Support Facilitator
(<https://communitycreations.bamboohr.com/careers/60?source=aWQ9MTM%3D>)

Supervision - Ireland (Remote)

Job Title: Clinical Support Facilitator, Nights
(Assistant Psychologists/Social Workers)

Reporting To: Clinical Support Manager

Location: Remote (entirely home-based)

Start date: Immediately

Contract duration: Fixed Term Contract, 1-year

Hours of Work: 25-hour contract, 3 x 8-hour shifts plus 1-hour team meeting
Shifts scheduled between hours of 8pm and 8am 8pm-4am / 10pm-6pm / 12am-8am
Weekend work required.

Remuneration: Point 1 on payscale €36,300 [pro-rata, per annum]

Start date: Immediately

Probationary Period: 6 months

Benefits: 25 days annual leave (exclusive of public holidays, pro-rata), support for professional development and further learning, access to life coaching sessions and access to online counselling and therapy sessions.

To Apply: Apply via this form (<https://communitycreations.bamboohr.com/careers/60?source=aWQ9MTM%3D>) only no CVs accepted

Closing Date: Closing Date for applications is Sunday, 11th May 2025

About spunout

spunout is Ireland's youth information and support platform, working towards an Ireland where all young people are supported and empowered to thrive. spunout has a range of free, accessible and free services that are there for you whenever you need them. If it matters to you, it matters to us.

Through our platform and channels, spunout shares factual information on mental health and wellbeing. We provide immediate, free and anonymous text support to anyone who wants to talk. We share the stories and experiences of young people across Ireland to amplify our voices, and so that we all feel a little less alone. We can also connect you to trusted services and resources around the country for further support.

Our aim is to support young people to be informed, feel empowered and heard, and to support our peers to access opportunities and services to help us achieve our full potential.

spunout is by young people, for young people and we work collaboratively with other young people to support our mental health and wellbeing. A community of young contributors and volunteers powers our services, guides the work we do, and ensures we stay true to our values and mission.

About the job

Our service provides free, 24/7 crisis support via text and instant messaging, provided by trained volunteers.

Our Clinical Support Facilitators work in shifts with teams of volunteers, supporting the volunteers to provide a truly round-the-clock service.

As a Clinical Support Facilitator, you are responsible for the real-time management and support of our remote volunteers in offering the best possible quality care to texters. You will take conversations with texters when needed and will take the lead on high-risk situations including active rescues and mandatory reporting.

What will I be doing?

The Clinical Support Facilitator has responsibility for the following areas:

- *Volunteer Supervision:* Monitor, guide, and support volunteer conversations for adherence to policy and training through positive and constructive feedback, debriefing, coaching, and crisis intervention techniques.
- *Texter Engagement:* Respond to conversations as needed to support, problem solve, and de-escalate directly with texters.
- *Escalation:* Work with Emergency Services as necessary to conduct active rescues and make mandated reports.
- *Managing Volume:* Work efficiently and effectively in processing a large number of texts, understanding where your attention is best needed in every moment and demonstrating a clear talent for task prioritisation within a large volume of work.
- *Deliver High-Quality Service:* Actively engage in improving the delivery of quality crisis interventions services as needed, including collaborating with the coaching team to ensure volunteers are receiving the best possible support on and off the platform and are improving to meet service delivery standards.
- *Fighting for the needs of service users:* You're passionate about meeting the needs of our texters and your mind is always focused on delivering a better, more responsive service that puts their needs front and centre.

Sounds great, how do I apply?

Interested candidates can apply via this link only. Only applications submitted via the [Bamboo form](https://communitycreations.bamboohr.com/careers/60?source=aWQ9MTM%3D) (<https://communitycreations.bamboohr.com/careers/60?source=aWQ9MTM%3D>) will be accepted.

Please complete all fields of the application form; incomplete application forms will not be considered.

Who am I?

- *Qualification:* A relevant Master's level qualification in the area of psychology, mental health nursing, social work, or psychotherapy. *For candidates who do not hold a Master's Degree, four years of relevant work or voluntary experience is the equivalent to a Master's Degree in our recruitment criteria for the position of Clinical Support Facilitator.*
- *Supervision experience:* You have at least two years' relevant supervisory or managerial experience overseeing the work of employees or volunteers in any context. You have a good understanding of when to escalate service-user issues and take action to solve problems quickly and effectively. Experience with mental health interventions or crisis management would be highly beneficial.
- *Experience meeting the needs of young people:* You have relevant experience and a good understanding of the major issues surrounding providing a service to young people, including a working knowledge of relevant Child Protection legislation. Experience working with a similar organisation would be advantageous.
- *A strongly empathetic approach:* You want to help people and you understand how to do so in an empathetic, person-focused way.
- *Flexible:* you are flexible in your approach to challenges and can adapt your methods of working to suit a changing situation.
- *IT experience:* You are comfortable with using technology and interested in its potential to drive positive mental health outcomes.

- *A good communicator:* You possess excellent interpersonal, oral and written skills. You communicate clearly and effectively in meetings and over email.
- *Calm, collected and driven:* You move quickly and can take big changes in your stride. You have excellent prioritisation, time management and follow-up skills. You stay focused and concise, and solve problems quickly and calmly as they arise. You are reflective and resilient.

Applications and Queries

The last day for the receipt of applications is by midnight on Sunday, 11th May 2025

Be advised that any offers are subject to reference checks and Garda vetting clearance.

Queries can be directed to jobs@spunout.ie (<mailto:jobs@spunout.ie>)

The above job description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time.

Staff members may be required to obtain Garda vetting clearance as a condition of their initial and continued employment.

spunout is an Equal Opportunities Employer.

All documentation received by spunout will be processed in accordance with the relevant applicable data protection legislation. The information will only be used in the processing of job applications and for ongoing administrative purposes with job candidates.

Region

Home Based / Remote

Date Entered/Updated

25th Apr, 2025

Expiry Date

11th May, 2025

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