

Health Support Officer

Donegal Local Development CLG (DLDC) is a community-led local development company covering all of County Donegal except the Inishowen area. We work to improve the opportunities for people and communities in Donegal to bring about positive changes in their own lives and in their community.

DLDC aims to work with people displaced from Ukraine as Beneficiaries of Temporary Protection (BOTP) and other International Protection Applicants (IPA) who have come to Donegal. The Health Support Officer will support and empower individuals and the community to build their capacities for the enhancement and improvement of health & wellbeing and integration into the community. They will be required to meet with individuals and their representatives in a one-to-one setting and/or a group setting to provide advice, guidance and development support.

An appropriate third level qualification in the area of health promotion e.g. mental health or substance misuse or in a related area and 1 year experience in implementing programmes in community and/or health settings, or 2 years relevant experience in a community/health project and supporting health behaviour changes.

To apply for the position, **please submit by email, a cover Letter of Application together with current Curriculum Vitae and clearly outline how you meet the criteria to: HR Department at: vacancies@dldc.org**

The closing date for receipt of applications is **12pm, Friday 6th December 2024 and no applications will be accepted post deadline. The Job Description is available from vacancies@dldc.org** and on the DLDC website www.dldc.org. Interviews are likely to be held on the week of 9th December 2024.

We reserve the right to enhance the shortlisting criteria. A panel may be formed from which similar vacancies may be filled.

Donegal Local Development CLG is committed to a Policy of Equal Opportunity. Canvassing will disqualify.



Rialtas na hÉireann
Government of Ireland



Cómhainithe ag an
Aontas Eorpach

Co-funded by the
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An Roinn Forbartha
Tuaithe agus Pobail
Department of Rural and
Community Development



Comhairle Contae
Dhún na nGall
Donegal County Council



“The Social Inclusion and Community Activation Programme (SICAP) is co-funded by the Government of Ireland, through the Department of Rural and Community Development, and the European Union”.

DLDC - Job Description

COMMUNITY HEALTH WORKER – BOTP and IPA

Job Title:	Health Support Officer – BOTP and IPA
Reporting To:	Volunteer Centre Manager
Employer:	Donegal Local Development CLG (DLDC)
Main Purpose of Role:	DLDC aims to work with people displaced from Ukraine as Beneficiaries of Temporary Protection (BOTP) and other International Protection Applicants (IPA) who have come to Donegal. The Health Support Officer will support and empower individuals and the community to build their capacities for the enhancement and improvement of health & wellbeing and integration into the community. They will be required to meet with individuals and their representatives in a one to one setting and/ or a group setting to provide advice, guidance and development support.
Conditions of Work:	<ul style="list-style-type: none"> • The Health Support Officer will be required to work 35 hours a week. • Performance in role will be discussed throughout the period of cover. • This is a one-year fixed-term contract, running until 31 December 2025. The position is contingent on HSE funding, which is currently secured through to December 2025.
Salary	Project Officer level remuneration
Main Duties	
You will be required to...	
1	<p><i>Key Responsibilities</i></p> <ul style="list-style-type: none"> • Explore and discuss health matters, issues and access to services, and support Beneficiary of Temporary Protection (BOTP) and International Protection Applicants (IP) access health and allied services. • Assisting BOTPs and IPs in completion of Medical Card forms and other forms. Correcting incorrect information on medical cards issued (liaising with PCRS) • Advising BOTPs and IPs of their entitlements/how to access health services – GPs, Acute, and Mental Health etc. • Support BOTPs and IPs to navigate the health service both those living in congregated setting and private homes. • Support BOTPs and IPs in getting to health appointments with the relevant service (inclusive of dental and opticians) • Address immediate medical cases on a daily basis and referral urgent medical cases to HSE Social Inclusion Team or relevant HSE/GP service. • Work as part of the DLDC team to provide access to health-related services and supports for BOTP and IP and feed back issues and challenges regarding same to the manager and other programmes • Identifying and following up on new locations/centres, provide ongoing outreach supports. • Collating information and to support HSE Response. • Participate and deliver in community information fairs inclusive of health.
2	<p><i>Report Writing, Monitoring and Evaluation</i></p> <ul style="list-style-type: none"> • Provide oral and written reports to your line manager, and relevant Steering Groups on progress and issues of relevance.

	<ul style="list-style-type: none"> • Maintain up to date records related to required supports & referrals • Ensure files are set-up to monitor community-based activities & ensure all necessary documentation is on file for all actions. 	
3	<p><i>Engagement and Partnerships</i></p> <ul style="list-style-type: none"> • Positively promote health services and liaise with external agencies and relevant statutory bodies. • Work closely and establish effective working relationships with a range of agencies to facilitate closer working relationships with referral agents • Broker and establish new partnerships between public and voluntary sector agencies to enhance service delivery and access to services. • Develop and sustain professional relationships with service users, partner agencies and appropriate external agencies, including cross border partner organisations • Participate in both internal and external working groups as are relevant to the Community Development Department/DLDC. 	
4	<p><i>Miscellaneous</i></p> <ul style="list-style-type: none"> • Report to and action objectives as agreed with the Department Manager and Head of Operations • Attend and input to staff meetings as appropriate • Carry out any other function relevant to the position as indicated from time to time. • Be willing to work evenings as required. • Have access to car, and full clean driving licence in order to fulfil the duties of the role. • This list of job duties is not exhaustive and may be amended in order that all role duties are fulfilled. 	
Core Competencies		Essential
1	Experience in Health Promotion	<p>The Officer must have demonstrated work experience in a role that has involved health promotion and improvement within the community.</p> <p>The Officer will be committed to integrating equality, social inclusion and anti-poverty principles into their Community Development practice. They will have an understanding of the HSE and Local Development and Partnership Companies in Ireland and their target groups.</p>
2.	Interpersonal & Liaison Skills	<p>The Officer will be required to be able to liaise effectively and efficiently with groups and agencies providing services to local community groups and social enterprise. The Officer will be required to act as a positive and contributing member of the wider staff team within DLDC.</p>
3.	Project Management Skills	<p>The Officer will be required to produce timely and relevant reports for the various Steering Committees, Board and other groups within the DLDC structure. You must demonstrate clearly your experience of organising, managing and prioritising own workload. A good working knowledge of the standard suite of business- related software and IT packages is essential.</p>
4.	Motivation & report writing	<p>Ability to support and motivate others and inspire trust.</p> <p>The Officer will be required to be a flexible, motivated self-starter who can communicate effectively. They will work well as part of a team and also on their own initiative. They will have good report writing and presentation skills.</p>

5.	Communication Skills	The Officer will have experience of forming good working relationships with organisations and communities, combined with excellent communication and listening skills. You will have excellent verbal and written abilities. You will have strong group facilitation skills and be confidential by nature
6.	Skills/Experience	An appropriate third level qualification in the area of health promotion e.g. mental health or substance misuse or in a related area and 1 year experience in implementing programmes in community and/or health settings, Or; 2 years relevant experience in a community/health project and supporting health behaviour changes.
7.	'Other'	You must hold a clean, current driving license and access to own transport to fulfil the responsibilities of the role.
Core Competencies		Desirable
<ul style="list-style-type: none"> • Fluency in Ukrainian or another language that would be beneficial to serving clients would be advantageous. • Experience in designing, delivering and evaluating health workshops would be an advantage. • External experience on community based committees/boards et al. 		
DLDC reserves the right to enhance criteria, dependent on the responses received to the advertisement.		

Application Process

- To apply for the position, please submit by email with a letter of application clearly outlining how you meet the criteria, together with a current Curriculum Vitae to: Human Resources, at vacancies@dldc.org
- The closing date for receipt of applications is **12pm, Friday 6th December 2024** and no applications will be accepted post deadline.
- Applicants who demonstrate how they meet the required criteria will be invited to a competency-based selection interview on week of 9th December 2024.

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