

Information Officer - Job Description

Responsible to:

Reporting to the Development Manager on a day-to-day basis.

Purpose of the job:

The provision of information, advice and advocacy services to members of the public and assisting the Development Manager in the work of the information service.

Main Duties:

- The direct delivery of information, advice and advocacy services as determined by the Board of Directors and in line with the Citizens Information Board guidelines for the provision of Citizens Information Services
- The delivery of outreach services through Citizens Information Services and other outlets as required
- Follow up work arising from information and/or advocacy sessions with clients.
- Assisting the Development Manager in the development of innovative processes for the provision of quality information to clients in various formats using the Citizens Information Board Citizens Information website www.citizensinformation.ie as an information tool, supplemented by other relevant information sources.
- To co-operate with other service providers in the area and more generally, both statutory and voluntary, in the development of information and advocacy provision and on joint-initiatives from time to time.
- Operation of query management, advocacy case management and data collection/statistical analysis systems
- Operation of systems for monitoring and evaluation of the service
- Undertaking publicity and promotional initiatives appropriate to the development of the service.
- Assisting in any research and/or social policy initiatives appropriate to the development of the service.
- Identifying and feeding back to the Citizens Information Board, issues that have social policy implications
- Representing the CIS at conferences etc. as decided by the Board or Development Manager.
- Such duties (including administrative duties) as may be assigned from time to time by the Development Manager

Information Officer - Person Specifications

Minimum Education Qualifications and Attainments

- Educated to Leaving Certificate standard, or equivalent, with a minimum of one year's experience of working in an information, advice, or advocacy setting.
- **or**
- Less formal academic qualifications with a minimum of three years' experience of working in an information, advice, or advocacy.

Essential Knowledge and Experience

- An understanding of the issues around the provision of, and access to information, advice and advocacy services.
- Working knowledge and understanding of how the social welfare, health and income tax systems operate in general and a working knowledge of at least one of the following subject areas: employment, housing, immigration, consumer rights, education
- Excellent organisational, administrative and IT skills.

Desirable Skills, Abilities and Experience

- Demonstrated ability to absorb, analyse and evaluate information from a variety of sources.
- Strong communication skills, both orally and in writing
- Have previous experience in the information or voluntary sector
- Proven ability to represent, negotiate and communicate on a client's behalf
- Ability to work on own initiatives and as a member of a team, working effectively within the support and supervision structures operated by the CIS
- Ability to interpret and implement organisational policy.

Successful Candidate will be

- Committed to the provision of free, confidential, impartial, local and independent information, advice and advocacy services
- Have an understanding and knowledge of the range of information, advice and advocacy services provided by the Citizens Information Services supported by the Citizens Information Board and knowledge of volunteering, with reference in particular to the distinctive characteristics of an organisation which provides a service to the public through the agency of trained volunteer personnel
- Be open to work unsocial hours as may be required from time to time and willing to attend evening and occasional week-ends. Time Off In Lieu (TOIL) arrangements apply in all such circumstances.

Information Officer – Required Competencies

Competency	Definition
Research	<p>Conducts research across a wide variety of information sources.</p> <p>Skilled in accessing, eliciting, exploring and categorising relevant information in a timely manner.</p> <p>Manages personal / sensitive information in a manner compliant with Data Protection regulations.</p>
Expert Knowledge	<p>Familiar with Irish social welfare, employment law, housing and other relevant public service systems in Ireland.</p> <p>Knowledgeable of at least one of the following systems: social welfare, employment, housing, consumer affairs, health, education, immigration, equality, disability rights.</p> <p>Understands how interactions between these various systems may affect the general public in accessing services.</p>
Delivery of information, advice and advocacy services	<p>Identifies and understands issues of concern for the client.</p> <p>Analyses information and situations accurately, evaluates options comprehensively and comes to well-informed and balanced conclusions.</p> <p>Communicates complex information and advice clearly and understandably to clients.</p> <p>Represents, negotiates and communicates on a client's behalf through formal and informal processes.</p>
ICT and Information Management	<p>Organises, uses, records and manages information in a careful methodical and regulatory compliant manner.</p> <p>Plans and organises activities and schedules in a structured, efficient and timely manner using IT systems as appropriate.</p> <p>Uses email, file storage systems, data collection and case management systems effectively.</p>

Information Officer – Required Competencies (cont.)

Communication	<p>Imparts information knowledgeably and clearly, ensuring that their message is understood</p> <p>Communicates clearly, concisely and confidently both verbally and in writing.</p> <p>Advocates and negotiates in a structured and constructive manner to achieve beneficial solutions.</p>
Customer Service	<p>Demonstrates a customer oriented approach to all work. Committed to meeting the expectations and requirements of service-users.</p> <p>Engages with people from diverse backgrounds, demonstrating knowledge and sensitivity to issues of disability, diversity, equality and cultural difference.</p> <p>Engages positively with performance and service review processes relevant to quality of customer service delivery.</p>
Team Working	<p>Builds strong working relationships characterised by respect, trust and cooperation. Deals constructively with conflict.</p> <p>Demonstrates an openness and receptivity to support, supervision and feedback and adapts approach accordingly.</p>