

HUGG Group Operations & Administration (Remote role)

Job Title	HUGG Groups Operations & Administration
Post Available	<ul style="list-style-type: none"> • Part Time – 16 hours per week • Ideally across 4 days (to be agreed) • 1-year fixed contract (initially)
Interview Date	Tuesday 14 th Jan
Base	<ul style="list-style-type: none"> • Work remotely from home (with approx. 30% travel). • Mileage and vouched expenses. • Any overtime can be claimed in TOIL (time off in lieu).
Employer	HUGG – Healing Untold Grief Groups CLG
Organizational Area	Nationwide
Reporting Relationship	HUGG Groups Manager
Purpose of Post	<p style="text-align: center;">HUGG</p> <p>Background: Established in 2018, HUGG is the national suicide bereavement charity for Ireland. Through unique support groups, a telephone support line, website, vital research, advocacy, and educational work, HUGG is an essential lifeline for people who have been bereaved by suicide. HUGG is the only national organisation providing this suicide-specific support</p> <p>The Role: We are seeking a new member to join our dynamic team, ideally an individual with a lived experience of a suicide loss, to work with the HUGG Groups Manager in supporting our volunteers and in the expansion and promotion of HUGG suicide bereavement support groups and HUGG events nationwide:</p> <ul style="list-style-type: none"> • The post holder will support the HUGG Groups Manager in all aspects of the day-to-day management of HUGGs’ Volunteers, which includes the maintenance of records and communications (via Salesforce), support the smooth running of HUGG support groups, and develop initiatives to establish new HUGG groups. • Assist in the recruitment, and administrative supports around the training of new HUGG volunteers. • Communicate regularly and support HUGG Volunteers in their roles and attend HUGG groups meetings, on occasion. • Liaise with HUGG’s Telephone Support staff. • Assist in building awareness of HUGG services with the public, community organisations, through professional networking and the development/maintenance of distribution lists. Also assist in organising volunteers to attend events on HUGG’s behalf to share the lived voice of suicide loss, and/or provide information

	<p>on the services we provide, including recording feedback post-event.</p> <ul style="list-style-type: none"> • Liaise, and promote HUGG’s services with the HSE, NOSP, Local Authorities, Therapists/Counsellors, GPs and other NGOs to further collaboration and engagement with HUGG’s suicide bereavement supports nationwide. • Assist in the administration and rollout of new initiatives by HUGG to support people bereaved by suicide. • Maintain confidentiality and observe data protection guidelines. • Act in accordance with the charity’s policies and procedures. <p>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 from time to time and to contribute to the development of the post while in office.</p>
<p>Eligibility criteria and qualifications</p>	<p><u>Essential:</u> The successful candidate must demonstrate:</p> <ul style="list-style-type: none"> • Ability to work under own initiative remotely and have an excellent broadband connection. • IT literacy including high competency using: <ul style="list-style-type: none"> ○ Microsoft Outlook ○ Microsoft Word ○ ZOOM ○ Microsoft Excel • A commitment to suicide bereavement support, ideally informed by a lived experience of a suicide. • Be a fluent English speaker • Be resident in the Republic of Ireland <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Experience of active involvement in the voluntary sector. • Grief, bereavement, or suicide prevention training e.g.: Let’s Talk About Suicide, START, SafeTALK or ASIST training. • Experience on a CRM system such as Salesforce, • Experience on platforms such as Eventbrite and MS PowerPoint (training can be providing). <p><u>Other Requirements</u></p> <ul style="list-style-type: none"> • Two references (past employer, and a work colleague, voluntary organisation or educator). • Willingness to train in specific programmes as relevant to the post. • Own car and have a full clean driving licence.
<p>Skills, competencies and/or knowledge</p>	<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Ability to problem solve.

	<ul style="list-style-type: none"> • Ability to multi-task. • Ability to prioritise own workload to meet deadlines. • Ability to take direction to assist in recruiting, supervising, and supporting a dispersed team of Volunteers across a wide geographical area. • Strong interpersonal skills, and an ability to create productive working relationships with fellow HUGG staff and volunteers. • Ability to communicate effectively and maintain professional relationships with a range of individuals/organisations. • Ability to assist in delivering presentations, volunteer training and consultation events. • A willingness to learn how to use new technologies.
Competition specific selection process	<p>Short listing will be carried out based on information supplied in your curriculum vitae and letter of application at the closing date.</p> <p>The criteria for short listing are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies, and knowledge section of this job specification.</p>
Remuneration	€14,000 per annum
Annual leave	23 days per annum pro-rata to the post.
Probation	6-month probationary period