


**MUNSTER
KIDNEY SUPPORT CENTRE**

Come work with us:
Support officer
Job description

<p>Position Title</p> 	<p>IKA Munster Support Centre</p> <p>Support Officer –Maternity cover</p>
<p>Programme:</p>	<p>Renal support accommodation and day service</p>
<p>The Employer</p>	<p>The Irish Kidney Association (IKA) is a charitable voluntary organisation founded in 1978 dedicated to meeting the needs of renal patients and their families and carers, living with, and affected by, end-stage kidney disease (ESKD).</p> <p>We have opened a state-of-the-art six-bedroom self-catering centre for patients and families attending Cork University Hospital, the centre will provide accommodation and counselling whilst allowing patients and families to meet.</p>
<p>Work Schedule</p>	<p>Part-time position working 17.5 hours maximum per week</p>
<p>Contracts & Location</p>	<p>1-year temporary casual contact working at the IKA Munster Support Centre, Wilton Avenue, Cork.</p> <p>Subject to funding the contract may be extended.</p>
<p>Salary</p>	<p>€13.00 per hour.</p> <p>Weekend on-call allowance is paid at a rate of €50 per day.</p>

Role Purpose:	<p>To be the first point contact for patients booking into the support centre and hosting visitors to the Munster support centre.</p> <p>This role is completely patient-focused. The renal support officer provides the link between patients and their families who will attend Cork University Hospital and need to avail of the services of the Munster support centre or make bookings for the IKA accommodation service in Dublin.</p> <p>This role will provide patient-centered support by managing the booking service, arranging accommodation, ensuring the premises are clean, facilitating day services and patient support, ensuring the smooth day-to-day operation of the support centre, and maintaining a high standard of quality service, facilities, and support.</p>
Reports to:	Support Centre Supervisor
The Role:	<p><u>Key Responsibilities:</u></p> <p><u>Patient Accommodation</u></p> <ul style="list-style-type: none"> • Liaise with and support patients and their families living with ESKD attending Cork University Hospital who need to avail of Munster support centre services or organise accommodation into the Dublin service. • Co-ordinate and arrange overnight accommodation. • Communicate all confirmations, and check-in/checkout details. <p><u>Day Services Engagement</u></p> <ul style="list-style-type: none"> • Ensure guests can access the support service. • Actively engage with guests and provide information on services provided throughout the IKA and facilities provided within the centre. <p><u>Day to Day Operations</u></p> <ul style="list-style-type: none"> • Engage with and build professional trusting relationships with guests, treating them with dignity and respect, and working within the values of the IKA. • Work within the policies of IKA and the standard operating procedures of the Support Centre. • Ensure the day-to-day operations of the support centre run smoothly e.g., room turnover and meet the highest standards consistently. • Work effectively as part of a team and be open to reasonable requests from guests, support centre supervisor and the senior management team. • Ensure effective working relationships and responses to all. • Ensure high standard of accommodation and garden. • Work with external suppliers on stock inventory e.g., laundry and services e.g., cleaning and orders received, ensuring positive working relationships. • Work with external stakeholders such as renal departments and NGO's • Ensure standard operating procedures are followed. <p><u>Administration</u></p>

	<ul style="list-style-type: none"> • Administration of daily tasks, checklists, and logs. Ensuring all paperwork is maintained and up to date. • Work with IKA staff to maintain up to date records, trends, and metrics of the Cork Support Centre and Dublin bookings. • Manage donations from guests to the Support Centre, liaising with the Support Centre Supervisor. <p><u>Health & Safety</u></p> <ul style="list-style-type: none"> • Ensure all health & safety policies and procedures are adhered to. • Conduct daily, weekly, monthly Health & Safety checks. • Continual best practice and quality improvement identification. <p><u>Support Services</u></p> <ul style="list-style-type: none"> • Address any queries from guests. • Provide detailed information for guests. • Raise awareness of support services and resources available from the IKA and other organisations. • Work on own initiative to identify available resources and supports. <p><u>General</u></p> <ul style="list-style-type: none"> • To assist and contribute to quality best practices to ensure that a consistent delivery of service and quality standards are adhered to. • To build and maintain relationships with guests and stakeholders. • Provide monthly Support Centre reports. • To support building & garden management. • To attend in house training days when required
<p>Essential Requirements</p>	<p><u>Experience Required</u></p> <ul style="list-style-type: none"> • A minimum of 2-years relevant employment working with similar client group. • IT skills, including excel and outlook. • Active listening skills, ability to work with empathy and have patient centred approach. • Excellent communication and organisational skills with attention to detail. • Energetic can-do attitude. • Familiarity with the current health service provision for renal patients. • Flexibility and adaptability to meet changing needs and priorities. • Excellent telephone manner • Excellent English • Work visa (if applicable)
<p>Desirable</p> <p>Benefits</p>	<p><u>Desirable</u></p> <ul style="list-style-type: none"> • Lived experience of kidney disease. • Familiar with the use of data bases. • Ability to work on own initiative and engage with clients that have complex issues. • Lone working experience. • Familiar with the hospital setting and their stakeholders. <p><u>Benefits</u></p> <ul style="list-style-type: none"> • Company pension contribution • Work life balance

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| | <ul style="list-style-type: none">• Training and development• Friendly and supportive working culture |
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