

## **JOB DETAILS**

Title:	Information and Outreach Officer - Migration
Duration:	Full-time, fixed-term contract (11 months)
Salary:	€40,000 to €47,000 <sup>1</sup>
Reporting to:	Senior Policy and Stakeholder Engagement Coordinator

## **BACKGROUND INFORMATION**

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

## **SUMMARY OF ROLE**

The Information and Outreach Officer will play a central role in implementing the International Protection Applicant Information and Outreach Project, supported by the Department of Justice, Home Affairs and Migration Integration Fund. The postholder will develop accessible information materials, deliver in-person outreach sessions across Direct Provision Centres across the country and run online webinars for International Protection Applicants. The role also involves training, coordinating and supporting Irish Red Cross volunteers who will assist with the delivery of this programme.

This role requires frequent domestic travel. The postholder must have access to a car and a full, clean driving licence. This role will also require Garda Vetting.

## **ROLE RESPONSIBILITIES**

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<sup>1</sup> This role is assigned to the Job Family of: Coordinator. The Irish Red Cross has 6 Job Families: Secretary General; Senior Manager; Programme/Project Manager; Coordinator; Development & Admin; Administration.



- Develop high-quality, accessible information materials on the Irish asylum process, rights and entitlements and available supports for IPAs based on relevant policy and legislation.
- Design and deliver in-person information sessions across DP centres nationwide, including Q&A components.
- Deliver monthly online information webinars.
- Working closely with Communications colleagues on areas such as social media posts, establishing and regularly updating a dedicated webpage on the Irish Red Cross website for information and guidance documents for IPAs and starting a dedicated Telegram channel.
- Keep abreast of relevant policy and legislative changes and update information materials accordingly.
- Work with the Monitoring and Evaluation Team on the roll out of a survey of IPAs to identify knowledge gaps and inform information sessions and webinar content.
- Train, coordinate and support IRC volunteers to assist with session delivery.
- Uphold appropriate protection and safeguarding standards throughout the implementation of this project and ensure that all project activities adhere to IRC policies.
- Ensure cultural and linguistic accessibility, including working with interpreters where required.
- Build strong working relationships with accommodation centre managers and relevant community stakeholders.
- Maintain accurate records of activities, session attendance and participant feedback and contribute to monitoring and reporting requirements.
- Work actively towards the achievement of the Irish Red Cross goals.
- Undertake training and development as required
- Abide by and uphold the Principles of the International Red Cross Red Crescent Movement.
- Undertake any other reasonable work-related duties and responsibilities assigned by the relevant line manager that are consistent with the nature of the job and level of responsibility.

## **ROLE REQUIREMENTS**

### **Essential Criteria**



- Minimum of three years' experience in a similar role involving information provision, community outreach, integration supports or casework with migrant/refugee populations.
- Strong understanding of the international Protection process in Ireland.
- Experience working directly with vulnerable groups and applying safeguarding principles.
- Ability to manage a busy schedule, work independently and take initiative as a self-starter.
- Strong interpersonal and communication skills with the ability to work across multi-disciplinary teams.
- Proven organisational skills with strong attention to detail and ability to meet deadlines.
- Full, clean driving license and access to a car for regular travel.
- Ability and willingness to travel nationwide frequently, including occasional overnight stays.
- Excellent written and verbal communication skills in English
- Strong digital literacy, including confidence in creating and delivering online webinars.

### **Desirable Criteria**

- Bachelor's degree in law, politics, international relations, social work or related fields.
- Experience working directly with International Protection Applicants.
- Experience delivering presentations, training or information sessions to diverse groups.
- Experience training, coordinating or supporting volunteers.
- Experience in developing accessible written materials or digital tools for migrant communities.
- Experience working within a humanitarian, NGO or community-based organisation.
- Project management experience.
- Knowledge of the European Union Pact on Migration and Asylum and the changes to be implemented to the Irish asylum system.
- Knowledge of additional languages commonly spoken by IPAs (e.g. Arabic, Somali, Pashto, French, Dari).

### **FURTHER INFORMATION**

The Irish Red Cross offers the following benefits in addition to salary



**Crois Dhearg na hÉireann**  
**Irish Red Cross**

- Up to 5% employers' matching contribution to a company contributory pension scheme.
- Closure of the office on Good Friday, plus two additional 'privilege days' to be used at Easter and Christmas respectively.
- Death in Service benefit of four times salary
- Flexible working hours, including opportunities for hybrid working.
- Further education, training and learning supports
- Professional subscriptions (as applicable)
- Travel (bike-to-work schemes/tax saver commuter tickets)

The Irish Red Cross is an equal opportunities employer. We value diversity and aspire to reflect this in our workforce. We welcome applications for people from all sections of the community, irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community. This role requires applicants to have the right to work in Ireland.

This role is based at our Head Office in Dublin. Requests for remote working may be considered.

This project is funded by the Integration Fund.



An Roinn Dlí agus Cirt,  
Gnóthaí Baile agus Imirce  
Department of Justice,  
Home Affairs and Migration

## **APPLICATION PROCESS**

To apply for this role, please forward a copy of your CV, together with a cover letter setting out how you meet the essential and desirable criteria for this role to:

[jobs@redcross.ie](mailto:jobs@redcross.ie)

Your email should contain Information and Outreach Officer - Migration in the subject line. Applications should be in .pdf or MS Word format, and with file names in the following format: **<Surname>, <First name> - CV and <Surname>, <First name> - Cover Letter**

The closing date for applications is 6<sup>th</sup> January 2026.

Shortlisting for interview will be on the basis of the essential and desirable criteria for this role.

It is intended to hold initial interviews for this role on 12/13<sup>th</sup> January 2026. Interviews will take place in person at our Dublin office.

Please note that there may be a second round of interviews.