

## JOB DESCRIPTION

**Job Title:** Administrator – Child Safeguarding and Protection Service

**Job Holder:** Vacant

**Job Location:** Arran Quay, Smithfield. Dublin 7.

**Reports to:** Director CSPA

**JOB PURPOSE:** Briefly describe the overall purpose or function of the job

Provide administrative support services to the Director of CSPA and the CSPA team.

1	<p><b>Case Management</b></p> <p>To assist the Director and Safeguarding and Support Officer in all aspects of the management of child and vulnerable adult protection concerns, to include:</p> <ul style="list-style-type: none"> <li>• Responding to queries relating to child and vulnerable adult protection concerns sympathetically and sensitively and referring them to the Safeguarding and Support Officer or the Director of the Service.</li> <li>• Maintaining the CSPA case management database and ensuring that it is up to date.</li> <li>• Taking responsibility for the internal notification of child and vulnerable adult protection concerns.</li> <li>• Attending team and other meetings and taking minutes.</li> <li>• Oversee case management paper files, ensuring they are securely in an easy and accessible way.</li> </ul>
2	<p><b>Vetting</b></p> <p>To work closely with the Vetting Coordinator in the discharge of her duties and, under her guidance and direction:</p> <ul style="list-style-type: none"> <li>• Dealing with queries relating to vetting.</li> <li>• Entering vetting applications on the National Vetting Bureau portal.</li> <li>• Forwarding on to the Vetting Coordinator any messages or correspondence received.</li> <li>• Becoming accredited as a Liaison Person with the National Vetting Bureau to be able to deputise for the Vetting Coordinator in her absence.</li> </ul>
3	<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• To assist the Training and Compliance Manager in the organization of training.</li> <li>• To assist at training events when required.</li> </ul>
4	<p><b>General Administration</b></p> <p>To take responsibility for the day-to-day running of the office of the CSPA, include:</p> <ul style="list-style-type: none"> <li>• Receiving inquiries by phone and email, responding to them in a prompt and friendly manner,</li> </ul>

	<p>and referring them to the relevant member of the team;</p> <ul style="list-style-type: none"> <li>• Processing incoming and outgoing mail (work email and CSPS work email account);</li> <li>• Ensuring that office equipment is in working order and reporting faults as appropriate. Such as the maintenance of equipment, printers, photocopiers, shredders, etc</li> <li>• Ordering and ensuring an adequate supply of office supplies and materials.</li> <li>• Catering for meetings (shared responsibility with other admins)</li> <li>• To carry out such other duties as may be required from time to time as requested by the Director or, in his/her absence, the Safeguarding and Support Officer.</li> </ul>
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The above contains the main outline of duties. However, tasks may inevitably arise that may not fall within the remit of the above list of main responsibilities. Staff members are therefore required to respond with a flexible approach when ad hoc tasks arise that are not explicitly covered in their job description. Should an additional responsibility become a regular part of a staff member's job, the Job Description will be amended to reflect this.

#### **JOBHOLDER ENTRY REQUIREMENTS:** *Identify the essential knowledge, skills and behaviours required.*

##### **Knowledge (Education & Related Experience):**

- 1-2 years of experience in Vetting.
- Experience of processing garda Vetting applications (desirable)
- Understanding of the structures and the ethos of the Catholic Church (desirable)
- Knowledge of the structures of the Archdiocese of Dublin. (desirable)
- IT Skills with substantial experience in Microsoft Office.
- Understand the need for confidentiality and data protection and adhere strictly to these requirements.

##### **Key Behaviours:**

- Strong communication skills, both verbal and written, with an empathetic approach when dealing with sensitive situations.
- Committed to the safety and welfare of children and vulnerable adults and to the care and support of those who have suffered abuse.
- Excellent organizational skills with the ability to manage competing demands and meet deadlines.
- Ability to multi-task and prioritize the workload.
- Personable with a 'can-do' approach to work.
- A team player who can work effectively on his/her own initiative but who can also contribute to team goals.
- Well-developed customer service skills.

#### **KEY RELATIONSHIPS**

##### Internal

Director of CSPS  
CSPS Team  
Other Diocesan Services Staff

##### External

Members of the clergy  
Parish staff members and volunteers  
Members of the public  
Members of the National Vetting Bureau  
Members of schools under Diocesan patronage