



Family Support Officer

Location: Hybrid, office days twice a week in Dublin

Contract: Full time, one year fixed term contract, with potential extension subject to funding

Salary: €37,080

Reports to: Community Services Manager

About TENI

The Transgender Equality Network Ireland (TENI) is Ireland's national transgender community and advocacy organisation. Through community building, peer support, education and advocacy TENI works to advance the rights and equality of trans people and their families.

Role Overview

TENI is hiring a Family Support Officer to join our Community Services team. The Family Support Officer is responsible for TENI's work with and on behalf of transgender, non-binary and gender-diverse young people, with schools and youth organisations, and with families reaching out to TENI for support.

We are looking for an energetic, enthusiastic person, with strong empathy, listening and communication skills. The ideal candidate will have experience in youth work, social work, or other relevant experience in family support, and in public speaking or training delivery.

This role requires extensive travel to deliver training and host events across Ireland, therefore the ideal candidate will have a full driving licence and access to a car. This role also includes some weekend and evening work.

Role Description

Family Support

- Provide direct one-to-one support for families of trans or gender-diverse young people in relation to family cohesion, access to healthcare services, education, and other issues.
- Manage and respond to requests for support or information from families of transgender people.
- Coordinate and supervise a national network of family support groups.
- Provide support to volunteer facilitators for a national network of support groups.
- Organise and facilitate a calendar of family events throughout the year.
- Support the organisation and delivery of the annual family residential weekend.
- Contribute to TENI's presence at Pride events throughout the year.



Capacity Building

- Deliver transgender awareness training to primary and post-primary schools around Ireland.
- Deliver transgender awareness training to organisations working with young people around Ireland.
- Provide support and guidance to schools, youth organisations and other relevant services working with transgender young people.

Other duties

- Report writing, record keeping, data analysis as needed.
- Timely responses to relevant emails and phone calls.
- Contribute to TENI social media and newsletter communications.
- Other duties as assigned.

Person Specification

Essential Criteria:

- 2+ years' experience in youth work, social work, mental health or other relevant field
- Experience with training delivery or public speaking
- Experience with event planning and delivery
- Experience, which can include lived experience, working with the trans community
- Awareness of the key challenges and needs of transgender and gender-diverse young people and their families
- Proficiency with MS Office Suite, Google Workspace and similar IT systems
- Full driving licence and access to a car

Desirable Criteria:

- Relevant qualification in youth work, social work, community development, or other related area
- Experience in workshop or training design

Benefits

23 days annual leave per year.

Time off in lieu of overtime worked.

Access to TENI employee support services.

Next steps

Please email your tailored CV and cover letter to jobs@teni.ie by **Friday 4th September**.

We will review and shortlist candidates, and interviews will be held in September. We will share interview details with shortlisted candidates.