



NAME OF POSITION: STAFF SUPPORT COUNSELLOR, HUMAN RESOURCES DEPARTMENT, DUBLIN CITY COUNCIL

POSITION No: 51/2025

INFORMATION BOOKLET

CLOSING DATE: MIDNIGHT ON
MONDAY, 7TH JULY 2025

DUBLIN CITY COUNCIL INVITES APPLICATIONS, FROM SUITABLY QUALIFIED PERSONS, WHO WISH TO BE CONSIDERED FOR INCLUSION ON A PANEL FROM WHICH VACANCIES FOR STAFF SUPPORT COUNSELLOR MAY BE FILLED.

Dublin is a major European Union capital city with a vibrant culture and an innovative economy. **Dublin City Council** is at the heart of shaping the city by providing a diverse, multi-layered and evolving range of services for citizens, businesses, the community and visitors to Dublin. Dublin City Council and its employees provide over 900 services across key functional areas of housing, community, planning, development, environmental, roads and traffic, leisure and culture services. For further information on Dublin City Council please log onto www.dublincity.ie

BACKGROUND

The Staff Support Service provides the Employee Assistance Program for Dublin City Council. It is a key element of the Human Resource (HR) structure in Dublin City Council (DCC) and supports the employer's duty of care for its employees' welfare under the Safety, Health, and Welfare at Work Act 2005.

The Staff Support Service is a free and confidential service dedicated to supporting the wellbeing of Dublin City Council employees. It offers confidential support and advice to all DCC staff, helping them to manage both work and personal challenges. The service is provided in recognition of the importance of staff as a valuable resource, with their ongoing wellness being essential to the overall success and effectiveness of the City Council.

THE ROLE

The City Council is seeking a compassionate and skilled Staff Support Counsellor to join the Employee Assistance Program (EAP) within our Staff Support Service team. The Staff Support Counsellor is responsible for the effective delivery of a quality Employee Assistant Service for the employees of the City Council.

In this role, Staff Support Counsellors provide confidential casework, counselling, support and advice to employees dealing with personal, work-related, and mental health challenges. They play an important role in promoting employee well-being, supporting resilience, and enhancing productivity within the Dublin City Council workforce. A Staff Support Counsellor is required to provide casework, consultation, short-term counselling, crisis intervention, and referrals for specialised support where needed, helping employees manage with personal and work-related stressors.

The Staff Support Service reports to the Executive Manager of the Human Resources Department who oversees the day-to-day running of the service.

THE IDEAL CANDIDATE SHALL

- Have extensive professional knowledge and experience in casework and counselling to carry out the duties and responsibilities of the role;
- Have relevant work experience, supporting adult users of one-to-one services in managing psychosocial challenges that might impact on the workplace (such as workplace interpersonal issues, substance abuse, bereavement, financial problems, mental health issues, stress, relationships, and domestic problems);
- Have the ability to apply knowledge to best practice and experience of applying evidence-based practice;
- Have experience and/or understanding and ability to work in an employee assistance practice environment;
- Have an ability to manage client records effectively and to produce reports, as required;
- Have commitment to continuous professional development and an ability to utilise supervision effectively;
- Have proven experience in crisis intervention and management support in response to critical incidents;
- Possess a high level of proficiency and confidence in the use of technology - including the use of video conferencing software, (Microsoft teams/zoom). Possess the ability to leverage ICT to support service delivery;
- Have proven experience which demonstrates the administrative and organisational skills required to operate at Staff Support counsellor level in DCC, e.g. managing workloads, resources; project work; planning and organising; use of IT programmes;
- Possess a background in providing culturally sensitive services and an understanding of diversity and inclusion principles;
- Possess a high level of proficiency in developing bespoke health and wellbeing content e.g., articles, leaflets, training, online content etc. and delivering both in person and virtual presentations/webinars;
- Have excellent interpersonal and communication skills with an aptitude for developing relationships of trust, confidence and empathy with others and their situations and circumstances, while using an objective and non-directive approach.

QUALIFICATIONS

CHARACTER:

Each candidate shall be of good character.

HEALTH:

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

EDUCATION, EXPERIENCE, ETC.:

Each candidate must, on the latest date for receipt of completed applications: -

- a) Hold a level 7 or higher qualification on the National Framework of Qualifications (NFQ) in Psychology, Social Work, Education or related field, *and*
- b) Hold a level 8 qualification in Counselling and Psychotherapy, (recognised by the Irish Association for Counselling and Psychotherapy, or one of the five sections within a relevant body of the Irish Council for Psychotherapy), *and*
- c) Have a minimum of 5 years post accreditation full time experience, *and*
- d) Have an accreditation with professional bodies i.e. IASW, IACP, PSI, CORU, *and*
- e) Have a minimum of 2 years experience working with EAP model/setting.

Desirable

- Additional certification or specialised training in various areas e.g. trauma informed care, substance abuse, bereavement, domestic violence, neurodivergent, employee assistance.

DUTIES

The duties of the post include, but are not limited to, the following:

- Provide confidential casework and solution focused short-term counselling to employees facing personal, work-related and family issues including stress, anxiety, grief, relationship issues, substance abuse, domestic violence and work life balance;
- Manage caseloads appropriately, while delivering on other duties. Take direct responsibility for a defined caseload, as required. Ensure the clients are being seen in a timely manner;
- Write and maintain clear client case notes and record data on the SSC systems accurately and in line with the accreditation body's requirement (IACP/CORU etc.) Freedom of Information Act, Data Protection Acts (GDPR) and other relevant legislation;
- Ensure the implementation of current and evolving legislation, regulations and standards, policies and procedures, guidelines and protocols;
- Work within the accreditation requirements of professional bodies such as IASW, IACP, CORU etc.;
- Effectively balance working as part of a team while operating on an individual basis in the day-to-day delivery of service;
- Provide an initial assessment service to staff and develop referral procedures if needed;
- Provide consultation for Managers and Staff where necessary;
- Provide critical Incident Support and Advice where necessary;
- Work collaboratively with other Departments where required;
- Develop and maintain contacts with a range of specialist services and welfare agencies;
- Co-ordinate and create practical advice and information to staff and management on a wide range of issues, both in written format (leaflets, posters, info on Citi Desk);
- Take responsibility for continuous professional development and ensure compliance with the accreditation bodies requirements such as from CORU including attending mandatory training and required CPD's;
- Keep up to date with current literature informing best practice in workplace wellbeing. Be informed of advances in professional knowledge and practice developments in national policies, strategies and legislation and perceived impact on practice;
- Maintain comprehensive knowledge of available community and mental health resources, making referrals to external services such as specialised mental health or addiction treatment programmes when necessary;

- Contribute to the overall development of the EAP service to meet current and emerging trends and unmet needs;
- Engage in regular case management and supervision with the designated professional clinical supervisor;
- Actively participate in peer supervision with SSC colleagues as appropriate;
- Comply with and contribute to the development of policies, procedures and safe professional practice;
- Comply with associated DCC policies and procedures to implement and maintain these standards as appropriate to the role;
- Engage in administrative duties as required for the delivery of the service;
- Respond promptly to crisis interventions, providing support and intervention when needed;
- Undertaking such other duties as may be assigned from time to time.

The particular duties and responsibilities attached to the post may vary from time to time, without changing the general character of the duties or level of responsibilities entailed. The post holder may therefore be required to perform duties appropriate to the post, other than those detailed above, and to take instructions from and report to, an appropriate Officer or such designated Officer as may be assigned from time to time by the City Council.

The duties of the post are to give to the local authority and to

- (a) The local authorities or bodies for which the Chief Executive is Chief Executive, and
- (b) To any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies referred to in sub-paragraph (a) of this paragraph under the general direction and control of the Chief Executive or of such officers as the Chief Executive may from time to time determine, such appropriate computing, technical, management, administrative, executive, supervisory, advisory and ancillary services as may be required by any local authority or body hereinbefore mentioned in the exercise and performance of any of its powers, functions and duties and to exercise such powers, functions and duties as may be delegated to them by the Chief Executive from time to time including the duty of servicing all committees that may be established by any such local authority or body. The holder of the post will, if required, act for an officer of a higher level.

SELECTION PROCESS:

- Posts of **Staff Support Counsellor** will be filled from this publicly advertised competition. Selection shall be by means of a competition conducted by or on behalf of Dublin City Council.
- Candidates should note that the information provided by them in their application form and assessment question will form the basis on which eligibility and short listing is conducted.
- Dublin City Council reserves the right to undertake eligibility and / or shortlist candidates in the manner it deems most appropriate.
- A panel may be formed on the basis of interviews. A candidate whose name is on a panel and who satisfies the Council that they possess the qualifications declared for the post and that they are otherwise suitable for appointment may, within the life of the panel, subject to the appropriate Department of Housing, Local Government and Heritage sanction, be appointed as an appropriate vacancy arises.

- The life of the panel shall be for a period of one year from the date of its formation.
- Dublin City Council shall require any person to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up appointment within such period, or such longer period as the Council in its absolute discretion may determine, the Council shall not appoint them.
- Successful candidates may be required to undergo a pre-employment medical and reference checks prior to final offer & appointment.

SHORTLISTING

Dublin City Council reserves the right to shortlist candidates to proceed to the interview stage of the competition. Shortlisting of candidates will be on the basis of information supplied on the **Application Form, in conjunction with the answers given in the assessment question. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience in your application.**

The shortlisting process will provide for the assessment of each applicant's application form against predetermined criteria that reflect the skills and depth of experience considered to be essential for a position at this level.

INTERVIEW

The interview will be competency based and marks will be awarded under the following competencies;

- Delivering Results
- Communicating Effectively
- Personal Effectiveness
- Professional Competence
- Experience

Please see page 8 of the Candidate Information Booklet for more details.

SALARY:

The salary scale for the position of Staff Support Counsellor is: -

€59,417; €60,871; €62,568; €64,271; €65,974; €67,495; €69,054; €70,563; €72,069 (Maximum); €74,649 (1st LSI); €77,243 (2nd LSI) (after 3 years satisfactory service on the 1st LSI).

Entry point to this scale will be determined in accordance with Circulars issued by the Department of Housing, Local Government and Heritage. **In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point.**

Rate of remuneration may be adjusted from time to time in line with Government Policy.

Under the Public Service Stability Agreement 2013, the working hours for newly appointed/promoted staff are 35 hours per week.

All applicants *must refer* to the *Additional Candidate Information Booklet* which can be found at <https://careers.dublincity.ie> for additional relevant information pertaining to the salary scale and the recruitment process.

PARTICULARS OF POSITION:

- (a) The post is permanent, whole time and pensionable.
- (b) Dublin City Council reserves the right to, at any time, assign an employee to any Department now or in the future.
- (c) A period of one year's probation applies where a person is permanently appointed to Dublin City Council.

CITIZENSHIP

Candidates must, by the date of application be;

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway, or
- b) A citizen of the United Kingdom (UK), or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons, or
- d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa, or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa, or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

Dublin City Council welcomes all nationalities and ethnic backgrounds to join its diverse workforce and we hereby reserve the sole discretion to vary the above requirements from time to time subject to the business needs and staffing requirements.

ADDITIONAL RELEVANT INFORMATION FOR APPLICANTS:

- The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016 came into effect on 29th April 2016. The Act places a statutory obligation on Dublin City Council to ensure that 'any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to, or contact with children or vulnerable persons, will be the subject of Garda Vetting.
- Subject to the provisions of the Freedom of Information Act 2014, applications will be treated in strict confidence.
- Any attempt by a candidate themselves or by any person(s) acting at the candidate's instigation, directly or indirectly, by means of written communication or otherwise, to canvass or otherwise influence in the candidate's favour, any employee of the City Council or person nominated by the City Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.

- It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection / interview process e.g. through social media or any other means, may result in a candidate being disqualified from the competition.
- Dublin City Council does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.
- An applicant who is found to be ineligible at any stage of the competition will not be further considered. Provision of inaccurate, untrue or misleading information will lead to disqualification from the competition, withdrawal of employment offer or dismissal.
- A candidate who does not attend for interview when and where required by the City Council, or who does not, when requested, furnish such evidence as the City Council requires in regard to any matter relevant to their candidature, will have no further claim to consideration.
- The City Council will not be responsible for any expenses candidates may incur in connection with their candidature.
- The onus is on the candidate to keep a regular check on their Email Account as email notifications of updates may sometimes be filtered into your Junk/Spam email folders. Dublin City Council accepts no responsibility for communication not accessed or received by an applicant.

APPLICATION PROCESS

All applications must be made through Dublin City Council's official Digital Recruitment Platform. Please be advised that applications should not be submitted until all sections of the form, including the assessment question are completed.

For any queries please contact: hrqueries@dublincity.ie

CLOSING DATE

Applications must be submitted before Midnight on Monday, 7th July 2025.

Senior Executive Officer
HUMAN RESOURCES DEPARTMENT

Dated this _____ 2025

This document is also available in Large Print, High Contrast Print and Braille on request.

INFORMATION SHEET – COMPETENCY FRAMEWORK

A competency framework has been developed for the position of **Staff Support Counsellor**;

The key competencies for the role are as follows;

Competency	Examples of Behaviours
Delivering Results	<p>Translates the business or team plan into clear priorities and actions for their area of responsibility.</p> <p>Implements high quality service and customer care standards.</p> <p>Makes decisions in a timely and well-informed manner.</p>
Communicating Effectively	<p>Has effective written and verbal skills.</p> <p>Demonstrates good interpersonal skills.</p> <p>Demonstrates good listening skills; an ability to pay attention to the client’s total communication.</p>
Personal Effectiveness	<p>Takes the initiative and is open to taking on new challenges or responsibilities.</p> <p>Manages time and workload effectively.</p> <p>Maintains a positive and constructive and enthusiastic attitude to their role.</p>
Professional Competence	<p>Ability to contribute to the promotion and development of the Staff Support Services within Dublin City Council.</p> <p>Ability to carry out all duties in a manner consistent with recognised professional and best practice standards and ethics.</p> <p>A good working knowledge of common mental health presentations and other typical presentations to staff support such as addiction, trauma, health and safety matters, workplace stress, conflict, family and interpersonal difficulties.</p> <p>Demonstrate commitment to participate in continuing training to enhance skills Knowledge of how to use supervision effectively.</p>
Experience	<p>Willingness to recognise what is in the best interest of the client and demonstrate a knowledge of other agencies both State and Voluntary.</p> <p>Ability to create a safe environment for clients to discuss their problems.</p> <p>Understanding of the culture of large organisations and organisational behaviour Knowledge and experience in mental health, trauma, suicidal and self-harm risk evaluation, conflict, workplace stress, drugs, alcohol, gambling and addiction in general.</p>

	Experience of adhering to work practices informed by evidence-based standards and a professional code of ethics relevant to the training and profession of the Counsellor.
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