



Job Description - Host Comms Lead

Objective

You'll support a growing community of hosts by keeping a close ear to the needs of new and existing hosts in our online Host Support Group, listening, connecting and signposting people to the resources they need. You'll be proactive in anticipating and responding to the evolving needs of the community we serve - hosts and displaced Ukrainians. You'll maintain our hard won position as a voice of truth, calm and accuracy in a sea of hearsay and conjecture. You'll ensure that our events deliver a clear, consistent message that celebrates the host experience, inspiring, informing, rewarding and building the community.

Responsibilities

In this role you will:

- Manage the day to day role and output of the Host Support Administrator and Ukrainian Comms Coordinator; coaching, training and assisting them in their roles
- You will ensure that Matchmakers have the Host Support resources and content they need to facilitate matching
- Work closely alongside the Host Support Lead and team, supporting and assisting operationally with their day-to-day activities; supporting hosts, ensuring they have access to any information they need e.g. input into phone call scripts and messaging, volunteer training and ad hoc requests
- Update staff and Volunteers on communication and Host Support plans and activities, maintaining open and clear communication across the organisation
- Build and maintain key internal stakeholder relationships; CEO, Matching Lead, Host Support Lead and Board.
- Attend leadership meetings and feed into any host reporting as required

Host Support & Advocacy

- Input to the development and lead the activation of a communications plan for Host Support and Advocacy, with the CEO
- Build a plan for future growth of the Host Support Network. Set targets and include key stakeholders to help deliver. This will include all host-facing events, encompassing Roadshows, Townhall events, community group sessions, seminars/webinars, media events etc. Our plan on when and where we will meet and connect with our existing and potential new hosts is imperative if we are to retain and extend this network.
- Develop engagement with Community stakeholders with the aim of building a support network for hosts at local community levels.
- Work in partnership with external stakeholders, building and maintaining the relationships (The Irish Refugee Council, Irish Red Cross, Doras, Nasc, The Open Community & ChangeX) to deliver resources, training and support. Represent HIH at Ukraine Civil Society Forum

meetings and other events. Updating the leadership team regularly on progress and learnings.

Communications

- Maintain an up to date suite of Host Support Content, including Toolkit, FAQ and Guides. You'll ensure translations are facilitated as required.
- Development and upkeep of website www.helpingirishhosts.com and [linktrees](#)
- Manage the administration and rota of the Host Support Network on Facebook, ensuring accurate and timely answers to queries and questions
- Manage and support the Host Support Administrator to create informative, relevant and inspiring content for use on website and social media
- Publish and circulate regular e-Newsletter
- Carry out Host surveys to provide accurate data and insights to inform decision making
- Input to Press Releases to support events and generate Publicity / PR. Manage ad Hoc press requests if requested by the CEO.

Events

- Deliver a nationwide Host Roadshow, in close collaboration with the CEO and Board
- Create 'magic moments' to celebrate and promote hosting via one off events and gatherings
- Identify, recruit and train Volunteers as required to support this work

Key Attributes:

- A self-starter, energised by a start-up environment, with a desire to make an impact in a humanitarian crisis. You roll up your sleeves and thrive working autonomously towards a solution, but also know when to ask for help.
- Comfortable working in situations of volatility, uncertainty, complexity and ambiguity
- A proven team leader with excellent communication skills
- Willing to listen, ask questions, speak up when think something needs to be said
- Proficient in technology especially Microsoft Excel & Google Workspace (Sheets)
- Can navigate the digital space and learn software and new skills quickly
- Must have attention to detail and take the utmost care with data.
- Pernickety about design, fonts, how stuff looks. Visual.
- Fluent English essential

Desirable (but not required) extras

- Hosting experience
- Experience being part of a Start Up organisation
- Drivers' Licence and wheels

Relationships

You'll build and nurture strong relationships with everyone across the organisation, from staff to volunteers, to hosts and external stakeholders.

CONTRACT TYPE

- Full time, fixed term contract (6 months with scope to extend), 40 hours per week
- €40,000 per annum
- Work from home and at shared offices in The Tara Building when required. Domestic travel will be required.

TO APPLY: Upload your CV / resumé and cover letter telling us why you're the right person for this role via the Hire Hive, here: <https://voltage.hirehive.com/job/116888/host-comms-lead-dublin>

Closing Date for applications: Friday, March 31, 6.00pm

This role is part-funded by The One Foundation and The Community Foundation of Ireland

ABOUT HIH

Helping Irish Hosts (HIH) is a limited company formed by a group of hosts, working together with displaced and Irish based Ukrainians, to get people into Irish homes – quickly – to give them a soft landing, while avoiding Direct Provision and long term hotel / government accommodation stays.

We arose in direct response to the Ukraine crisis, to empower and support individuals and communities in Ireland to host Ukrainians in their homes, safely and sustainably. We've done an excellent job so far, with over 1,300 Ukrainians in more than 520 homes, a vibrant, trusted support network for hosts and presenting a strong voice in advocacy for hosts at all levels.

It takes years of expertise to develop a safe, rewarding hosting programme. We've only had 9 months! We are working in close partnership and collaboration with The Irish Red Cross, The Irish Refugee Council, Doras, Nasc and The Open Community, organisations who have led the way in refugee resettlement and what's called the "Community Sponsorship" model in Ireland for over 30 years. We are part of the Irish Ukraine NGO & Civil Society Response Group and we are deeply engaged with the Ukrainian community in Ireland.

We are funded by The One Foundation, The Sunflower Foundation and The Community Foundation and via our Service Level Agreement with the Irish Red Cross. We are supported by a wide variety of corporate and state partners. We are registered as a CLG (717469, April 13, 2022).

Our hosts are motivated by a desire to help people fleeing Ukraine and this is our focus. Our belief is that this response has the potential to transform Ireland's ongoing refugee response, to finally move away from Direct Provision towards a system Ireland can be proud of. We are hosts, helping hosts. Together, we are playing our part in this historic, unprecedented, global emergency humanitarian response. We believe that this is the best way forward.

We are building a team to deliver on this commitment. We'd love to hear from you if you want to be part of it.