

Job Advert

Outreach – (Advice and Information Officer)



Housing | Health | Recovery

Service:	Outreach Services
Location:	Thurles
Duration:	Fixed Term (3 years)
Hours:	40 hours per week
Post Reference No:	HR260609
Published:	6 th July 2026
Application Closing Date:	7 th August 2026

NOVAS is a not for profit organisation and Approved Housing Body. We work with single adults, couples and families who are homeless or at risk of being homeless. We provide a range of support services and accommodation. We have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including residential homeless services, social housing and community based services for tenancy sustainment, homelessness prevention, mental health and recovery.

The role of Advice and Information Officer is vital to the successful delivery of quality programs and services in NOVAS for our clients and tenants. The Advice and Information Officer will support the organisation within the authority delegated from the Senior Outreach Services Manager. The Advice and Information Officer is responsible for the safe and efficient running of our Thurles Hub premises, reception, and office systems as part of the national team.

NOVAS is a Trauma Informed practice organisation and the principles of collaboration, diversity, respect and trust are embedded in our way of working together. Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders

Desirable Skills and Knowledge (Please see Job Description for complete Person Specification)

- 3 – 5 years employed in a front facing role dealing with the public in any sector
- 12 months experience (in paid or unpaid capacity) working with vulnerable populations
- NQF level 5 in reception and front office skills or related administrative qualification and/or NQF Level 5 social care or allied health profession.
- Excellent communication and listening skills.
- Have excellent organisational, prioritising and time management skills.
- Ability to deal with sensitive issues while maintaining confidentiality.
- Ability to multitask and prioritise competing demands.



- Enjoys working with people, is approachable, and warm and friendly
- Good IT skills, experience with MS Office.
- Clear written and verbal communication skills with proficiency in English (written and spoken).
- Willingness to work as part of a wider team.
- Be flexible regarding working work hours

We offer a competitive benefit package including 26 days annual leave pro rata, access to further education supports and contributory pension.

If you would like to work for NOVAS, an application form and job description can be found on the careers section of our website <https://novas.ie/careers-with-novas/>. If you require any further information or wish to submit a completed application form, please email recruitment@novas.ie

