



# JOB DESCRIPTION: COMMUNITY OUTREACH & ENGAGEMENT LEAD

<b>Hours:</b>	Full-time, 39 hours per week
<b>Reporting To:</b>	Programmes and Services Manager
<b>Supported By:</b>	Operations and Development Manager; CEO; Fundraising, Marketing, and Communications Manager
<b>Direct Reports:</b>	Outreach & Engagement Volunteers (~6)
<b>Salary:</b>	€44,000 per annum
<b>Location:</b>	On-site at Outhouse, with significant travel throughout the Greater Dublin Area.
<b>Term:</b>	Specific purpose contract, renewable, subject to performance and funding.
<b>Apply By:</b>	Submit a completed <a href="mailto:vacancies@outhouse.ie">application form</a> by email to <a href="mailto:vacancies@outhouse.ie">vacancies@outhouse.ie</a> by 5:00pm, Wednesday, 04 March 2026.

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## Overview

Founded in 1997, Outhouse LGBTQ+ Centre is a vibrant and safe space for LGBTQ+ people, communities, and organisations that is inclusive of the diversity within our communities.

Outhouse is dedicated to supporting the people, spaces, and issues important to the LGBTQ+ communities.

Our vision is a future where LGBTQ+ people are safe, seen, and celebrated.

Our mission is to improve the quality of life for LGBTQ+ people by providing a safe space to find:

- **Connection** - discovering themselves, their people, place, and passions.
- **Community Support** - accessing information, programmes, and services.
- **Culture** - experiencing creativity, heritage, discovery, and fun.
- **Campaigns** - being part of a strong, credible, and trusted voice for LGBTQ+ communities.

In all our work, we are guided by the [values](#) of trust, respect, joy, inclusivity, and impact and grounded by our commitments to [equity](#) and [intersectionality](#).

We are currently seeking a **Community Outreach and Engagement Lead** to drive meaningful outreach across the Greater Dublin Area, strengthen connections with LGBTQ+ people and allies, and empower communities and service providers to be more inclusive, informed, and equipped to support LGBTQ+ individuals and counter rising hate, hostility, misinformation, and disinformation about LGBTQ+ people.

This new role comes at a time of increasing societal division, misinformation, and targeted hate. As LGBTQ+ people face growing barriers to existing safely in our city and accessing safe and affirming services, Outhouse is responding with clarity, compassion, and action. This role will help us reach people and communities where they are, especially those targeted by mis and disinformation campaigns and those furthest from support, and create stronger, more connected systems of care and enhance social inclusion and cohesion across the Greater Dublin Region.

## Staff Benefits

Outhouse provides staff members with various benefits and supports that increase the team's financial security, health, and well-being. Supporting staff to continue their professional development and maintain a healthy work-life

balance is central to our way of working. Some of these discretionary benefits and supports include:

- Paid time off, including 23 holiday days (pro rata), and following successful completion of probation, access to our discretionary sick leave, parental leave, and bereavement leave schemes.
- Educational Assistance Programmes (including paid study/ exam leave and an educational fund towards the cost of fees for study related to your role and responsibilities).
- An Employee Assistance Programme (EAP) covering you and your loved ones 24/7, 365 days per year.
- Family flexible working hours.
- Tax saver tickets and a cycle-to-work scheme.
- Staff coaching and mentoring programmes.
- Staff training and development opportunities.
- Staff wellness programmes.
- A matched 5% employer pension contribution to your PRSA, commencing on completing your probationary period.

## Key Responsibilities and Duties

This is a dynamic, outward-facing role that balances community development through direct engagement, coordination, training, and insight gathering. The Community Outreach & Engagement Lead's primary duties and responsibilities will be to:

### Community Outreach & Engagement

- In collaboration with the Programmes & Services Manager, develop an outreach strategy and plan, including clear goals, targets, and guidelines for engagement.
- Build and maintain relationships with a wide range of stakeholders across the Greater Dublin Area, including LGBTQ+ individuals and groups, local community centres, marginalised communities, and mainstream service providers.
- Cast a wide net across the region to educate, inform, and empower service providers and community partners to be inclusive of LGBTQ+ people.

- Attend and represent Outhouse LGBTQ+ Centre at events such as festivals, town halls, forums, information days, conferences, and pop-up initiatives. Promote our work and services and engage with the public.
- Support the planning and delivery of standalone outreach activities that raise awareness of LGBTQ+ issues, services, and how to engage with and support LGBTQ+ people.
- Identify new opportunities for partnership and relationship-building that increase access to information, reduce barriers to the inclusion of LGBTQ+ people, and promote social cohesion in our region.

## Event & Programme Co-Design

- Collaborate with the Programmes & Services Manager and Venue & Events Coordinator to co-design and support events, workshops, and initiatives, both within Outhouse LGBTQ+ Centre and in the wider community.
- Support participation from the most underserved and/or marginalised LGBTQ+ groups by ensuring that events are informed by lived experience.

## Volunteer Coordination

- Develop, recruit, and support a team of approximately six Outreach & Engagement Volunteers.
- Assist with writing volunteer role descriptions, recruitment, onboarding, scheduling, supervision, and performance management in collaboration with the wider Outhouse team.
- Promote and model an inclusive, affirming, and empowering volunteer experience.

## Capacity Building & Inclusion Training

- Deliver LGBTQ+ awareness and inclusion-focused workshops, briefings, or resources to mainstream service providers in the region across health, community development, education, drugs, social care, and other relevant sectors.
- Offer consultative support, resource signposting, and insight-sharing to improve LGBTQ+ inclusivity within services.

## Monitoring, Evaluation & Reporting

- Work within Outhouse's MEL (Monitoring, Evaluation, and Learning) framework to capture data and learnings from all outreach activities.
- Produce monthly reports, insight summaries, and/or learning briefs for internal use and/or wider sectoral sharing.
- Contribute to evidence and insight gathering that informs policy, advocacy, and service development work within Outhouse and the broader community sector.

## Collaboration, Representation & Policy Support

- Engage with partner organisations to share learnings, identify synergies, and collaborate where relevant.
- Represent Outhouse in relevant stakeholder meetings, consultations, and forums.
- Offer community insight to support policy development and advocacy efforts.

### **Note:**

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced, and that it may be necessary to step beyond the areas outlined to support others from time to time.

## Functional Competencies

### Essential

- Experience in community outreach, engagement, and/or development, ideally in an LGBTQ+, health, or social inclusion context.
- Strong interpersonal, communication, and networking skills with the ability to build trust and relationships across diverse communities and sectors.

- Demonstrated experience working with people from marginalised or underserved backgrounds.
- Experience coordinating or supporting volunteers in a community or nonprofit setting.
- Confidence in facilitating or delivering workshops, briefings, or training.
- Knowledge of LGBTQ+ inclusion, intersectionality, and culturally competent practice.
- Strong ability to maintain confidentiality and boundaries, particularly in community settings.
- Excellent organisational, project management, and reporting skills.
- Willingness and ability to work evenings/weekends and travel regularly within the Greater Dublin Area.
- Eligibility to work in Ireland.

## Desirable

- Experience of working with trans, migrant, disabled, or older LGBTQ+ people.
- Understanding of service delivery models within community or statutory sectors.
- Familiarity with monitoring and evaluation frameworks and practice.
- Experience in co-design or participatory programme development.
- Public speaking or advocacy experience.

## Behavioural Competencies

### Organisational Awareness

Understands Outhouse's objectives, strategic focus and functions; understands how the organisation works; possesses a sound understanding of the organisation's stakeholder population, patrons, and the services provided.

- Understands and drives the organisation's goals and strategy at a team level.
- Puts structures in place to share knowledge and encourages others to keep up to date with the organisation's policies, procedures, structures, decision-making processes, networks, relationships and environment.
- Thinks broadly about the many issues affecting the organisation and its stakeholder population.
- Contributes to the delivery of the organisation's key strategic priorities.

## Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.

- Keeps up to date on changes within the sector and formulates ways for Outhouse to input strategically on key sector issues.
- Identifies and forges alliances with key sector players and leaders.

## Communication and Interpersonal Skills

Speaks and writes clearly, fluently and effectively to both individuals and groups; communicates in a manner that will persuade, convince and influence others to motivate, inspire or encourage them to follow a particular course of action.

- Communicates in a dynamic, inspiring, and confident manner and recognises the need to make an impact and to persuade.
- Models interpersonal communication that invites participation and dialogue at all levels.
- Effectively influences outcomes, sells the benefits of the position they are proposing and negotiates to find solutions that the majority will accept.
- Is aware of organisational politics when communicating.

## Building and Maintaining Relationships

Builds and maintains relationships with a network of people. Recognises the two-way nature of relationships and works to develop mutually beneficial partnerships. Interacts with others in a manner that builds respect and fosters trust.

- Identifies and creates opportunities to initiate new relationships to achieve strategic goals.
- Keeps in touch with key stakeholders and members and understands their current issues and future needs.
- Applies an understanding of power and influence in internally and externally

- networking to accomplish goals.
- Understands the implications of outcomes of Board and Management meetings and ensures relevant actions are taken.

## Resilience

Maintains personal confidence and is able to manage self and emotions in a flexible and adaptive manner when faced with adversity or challenging situations.

- Is prepared to deliver difficult messages professionally.
- Advocates for the well-being of others and facilitates others to overcome setbacks and maintain motivation.
- Is prepared to put forward and stand by decisions or conclusions that are informed by good evidence.

## Flexibility and Adaptability

Works effectively within various situations with individuals or groups. Adapts one's approach as the requirements of a situation change; adjusts tasks and priorities when necessary. Accepts that changes in one's role may be required from time to time.

- Adapts effectively to change by accepting that changes in one's role may be required from time to time.
- Adjusts plans or reprioritises in light of changing circumstances or unanticipated problems.
- Can work well with various team members with different styles and skill sets.
- Can think calmly and logically when faced with unexpected situations.
- Is willing to learn and use new technology.

## Results Driven and Accountable

Focuses on delivering results; always concerned with achieving or surpassing goals and/or recognised standards of performance.

- Where appropriate, monitors progress on tasks; sets objectives and reviews realistic targets and goals for the team.
- Motivates self and the team to translate ideas into actions to achieve/ surpass expectations.
- Puts processes in place to ensure results can be achieved.
- Actively seeks to understand reasons for obstacles and to find ways to overcome them.

# Key Relationships

Internal	External
<ul style="list-style-type: none"><li>• Programmes &amp; Services Manager</li><li>• Volunteers</li><li>• Venue &amp; Events Officer</li><li>• Fundraising, Marketing, &amp; Communications Manager</li><li>• Wider Outhouse team</li></ul>	<ul style="list-style-type: none"><li>• LGBTQ+ community members and organisations</li><li>• Mainstream service providers and community centres</li><li>• Local authorities, statutory services</li><li>• Event organisers, forum hosts, and advocacy networks</li></ul>

## Overview of Practical Arrangements

### Hours and place of work

This is a full-time position, 39 hours per week. Due to the nature of outreach work, the post holder should expect to spend a significant amount of time off-site, travelling to locations across the Greater Dublin Area. Flexibility is essential, and evening and weekend work will be required. The post is based at Outhouse LGBTQ+ Centre, 105 Capel Street, Dublin 1.

### Holidays

In addition to the usual public holidays, the annual leave for this position is 23 days per annum (pro rata).

### The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

### Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must, therefore, be committed and able to maintain the very highest standards of confidentiality at all times.

### Outhouse is an Equal Opportunities Employer

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin,

religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

## **Data Protection and Privacy**

The General Data Protection Regulation (GDPR) came into force on the 25<sup>th</sup> of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to [privacy@outhouse.ie](mailto:privacy@outhouse.ie), ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidate's data held by Outhouse.

## **Shortlisting**

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is, therefore, in your interest to provide a detailed and accurate account of your qualifications and experience.

## Other Important Information

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment, their name will be removed from the panel, and no future offers of appointment will be made.

## Submitting an Application

Please submit a completed [application form](#) before the **deadline for application on Wednesday, 04 March 2026, at 5:00pm.**

Applications should be submitted by email to [vacancies@outhouse.ie](mailto:vacancies@outhouse.ie)

We will inform candidates who have been successfully shortlisted by close of business on **Wednesday, 11 March 2026**. We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. Please do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur on **Wednesday, 18 March and Thursday, 19 March 2026** at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on any days that week, please state so clearly on your application form.

**Candidates should note that canvassing will disqualify them.**

## Funding

This project is supported by the LGBTIQ+ Community Services Fund 2025.



An Roinn Leanaí, Comhionannais,  
Míchumais, Lánpháirtíochta agus Óige  
Department of Children, Equality,  
Disability, Integration and Youth