

## **Women's Aid: 24hr National Freephone Helpline Support Worker** **(<https://www.activelink.ie/node/115750>)**



### **24hr National Freephone Helpline Support Worker**

#### **About Women's Aid**

Women's Aid is a national, feminist organisation working to prevent and address the impact of domestic violence and abuse. We do this by advocating, influencing, training, and campaigning for effective responses to reduce the scale and impacts of domestic abuse on women and children and providing high quality, specialised, integrated, support services.

#### **Purpose of the Role**

To provide support and information to women experiencing abuse in intimate relationships on the Women's Aid National Freephone Helpline, online Instant Messaging Support Service (IMSS), Text and Email support, and to assist in ensuring maintenance and fulfilment of the responsibilities of the Helpline Service Department as a member of the Helpline Team.

**Reports to:** Head of National Helpline Services.

**Location:** Primarily based at Women's Aid head office in Dublin. A blend of remote working, and 2 days office based (as per Blended Working Policy).

**Hours:** 35 hours per week (based on set roster, 5 over 7 days per week including some evenings and weekends), excluding lunch breaks. Flexibility may be required.

**Contract:** Permanent contract.

**Salary:** The starting rate for this role is circa €34,233 – €41,234.

This role sits on the Women's Aid Helpline Support Worker Pay Band – €34,233 – €51,373 (Rate commensurate with experience and in line with company remuneration policy).

- Download full recruitment pack, including job description [here](https://www.womensaid.ie/app/uploads/2025/05/Helpline-Support-Worker-Recruitment-Pack-2025.pdf) (<https://www.womensaid.ie/app/uploads/2025/05/Helpline-Support-Worker-Recruitment-Pack-2025.pdf>).
- Download application form [here](https://www.womensaid.ie/app/uploads/2025/05/NFHelpline-Support-Worker-Application-Form-2025.docx) (<https://www.womensaid.ie/app/uploads/2025/05/NFHelpline-Support-Worker-Application-Form-2025.docx>).

#### **How to Apply**

Application forms, clearly referenced NFHSW6.2025 in the subject line, should be sent by email only to [isabelle.griffin@womensaid.ie](mailto:isabelle.griffin@womensaid.ie) (<mailto:isabelle.griffin@womensaid.ie>).

**Please note that only application forms are accepted. CVs will not be considered.**

**Closing date for applications:** 5 p.m., Wednesday 4th June 2025.

**Interview schedule:** It is anticipated that the first round of interviews will take place the week beginning 16th June 2025. Successful shortlisted candidates will be invited for interview.

#### **Region**

Dublin 2 / Blended

**Date Entered/Updated**

20th May, 2025

**Expiry Date**

4th Jun, 2025

---

**Source URL:** <https://www.activelink.ie/vacancies/civil-liberties-human-rights/115750-womens-aid-24hr-national-freephone-helpline-support-worker>