

Saoirse Domestic Violence Service: Refuge Support Worker **(<https://www.activelink.ie/node/116268>)**



Refuge Support Worker

At Saoirse Domestic Violence Service we're looking for a Refuge Support Worker to join our team.

Full-time · Refuge - South West Dublin

About the job

The Refuge Support Worker is a key member of the Refuge Team reporting directly to the Refuge Coordinator. The Refuge Support Worker will provide support services to clients of Saoirse through actively supporting their Care Planning in conjunction with their Keyworkers in a non-judgemental, compassionate way and promoting empowerment and confidence building, through a philosophy of 'self-help and mutual aid'.

The successful candidate will have relevant experience in a social care setting. You must be available to work both day and night shifts on a rotating roster. The successful candidate will be highly flexible and have the ability to adapt to the changing client group. You will possess the ability to treat service users in a non-judgemental and respectful manner and adhere to professional boundaries and work in a professional manner at all times. The successful candidate will ensure the efficient operation of the service while on duty and provide support to the women and children in Refuge.

Key Responsibilities:

1. Client Support & Crisis Intervention

- Welcome and provide emergency accommodation to women and children experiencing domestic abuse.
- Offer emotional and practical support in crisis situations.
- Assist with implementing Care Plans under the direction of Keyworkers and the Refuge team.
- Provide non-judgemental information in person and via the 24-hour helpline.

2. Safety, Confidentiality & Environment

- Maintain a safe, secure, and supportive environment.
- Enforce confidentiality and adhere to GDPR and child protection policies.
- Follow Health & Safety protocols, including Lone Working procedures.

3. Operational & Administrative Responsibilities

- Maintain cleanliness and hygiene standards; prepare and clean rooms after departures.
- Complete inventory checks upon client entry and exit.
- Report maintenance issues and maintain accurate records and database updates.
- Support appropriate referrals in collaboration with keyworkers.

4. Communication & Professionalism

- Attend team meetings, training, and supervision sessions.
- Represent the organisation professionally and respectfully.
- Follow all company policies and procedures.

5. Legal & Miscellaneous Duties

- Attend court hearings and give evidence when required.

Perform other duties as assigned by management.

Compensation and Benefits

Pension: 7% employer's contribution through our Pension Scheme (7% of annual basic salary) once probation is passed.

Annual leave/Public Holidays: Entitled to 5 working weeks' annual leave exclusive of public holidays.

Paid Sick leave: available once 6-month probation passed.

Paid Maternity leave: payable after 1 year of service.

Doctor visits: Funding towards 2 Doctor visits per year.

Education Support: Funding towards further education and time off rostered duties where possible.

Employee Assistance Programme: 24-hour support and counselling services available to staff and their families.

Team building days

About you

- Must have minimum education to Degree to NFQ level 7 in a relevant area of social care, social studies, etc.
- Must have minimum of 1 years' experience in a social care field.
- Must have experience of using client databases and have/possess good IT skills, as well as good report writing skills.
- Must possess excellent interpersonal and communication skills.
- A working knowledge and insight into the issues affecting women and children of domestic abuse and the impact on their physical, emotional and psychological well-being and development.
- An understanding of risk and needs assessment and of the principles of risk management.
- Thorough knowledge of procedures and practices relating to the Safeguarding of Children and Young People.
- Experience of working in supported residential services is desirable.
- Experience of working in a support service for people with complex needs is desirable
- Ability to work well in a team environment.

Apply for the job

If you are interested in this role please apply [here \(https://saoirse-domestic-violence-service.homerun.co/refuge-support-worker/en/\)](https://saoirse-domestic-violence-service.homerun.co/refuge-support-worker/en/) with your **CV and Cover Letter**.

This job description is intended as a summary of the primary responsibilities and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform that may be required either now or in the future.

Due to the volume of applications, it is not always possible to respond to all applications. Only shortlisted Candidates for interview will be contacted. A panel may be formed of unsuccessful candidates from the interview stage, for future roles. Thank you for your interest in our opportunities.

Saoirse Housing Association CLG is an Equal Opportunities Employer

Saoirse Domestic Violence Services (SDVS) provide a range of support services across South Dublin and West Wicklow including our 24-hour helpline (1800 911 221), refuge accommodation, safe house accommodation, child and youth support services, community outreach support, prevention & training and court accompaniment. [Our website \(http://www.sdvs.ie/\)](http://www.sdvs.ie/)

Region

South West Dublin

Date Entered/Updated

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