



Case Worker - REFUGE

**CANDIDATE BRIEFING DOCUMENT**

# ABOUT TEACH TEARMANN

**Teach Tearmainn** is a non-profit organisation with charitable status dedicated to serving women, with or without children, who are in or have experienced domestic abuse.

Established in 1999, Teach Tearmainn is the only specialised dedicated service working to address the issue of domestic violence and abuse in County Kildare, building a significant body of experience and expertise surrounding these issues over the years.

Teach Tearmainn's services are free of charge, confidential and based on an empowerment model, where support and information are provided to empower women to make their own decisions for themselves and their children.

Teach Tearmainn works to help women make informed decisions around their safety and emotional wellbeing and that of their families. Teach Tearmainn's approach ensures that the involvement and input of the women they serve, stakeholders and the community are continually sought.



## MISSION

To meet the needs of women and children experiencing Domestic Violence and Abuse, by providing inclusive, supportive and confidential services that empower women and children to live life without fear

## VISION

A world where women and children have the right to be and feel safe and happy.

## VALUES

Empowerment, Non-Judgemental, Trust, Empathy, Women & Children- Centred, Respect, Hope.

## STAFF STRUCTURE

Teach Tearmainn currently have approximately 22 staff members.

## GOVERNANCE

Teach Tearmainn is governed by a Board who are responsible for the organisation achieving its strategic aims, remaining commercially viable and overall governance of the organisation. The Board is currently chaired by P. Tyrrell and has 4 members.

## CONTEXT FOR APPOINTMENT

The Case Worker works as part of the Refuge and Helpline Team. The Case Worker will be responsible for the provision of support services to the women and families in Refuge (currently 4 units). The Case Worker will work as part of a team to ensure women accessing refuge, safe homes and the helpline service are fully supported throughout their journey of abuse, from recognition to recovery.

## THE POSITION



<b>Title</b>	<b>Case Worker</b>
<b>Reporting to</b>	Refuge Coordinator
<b>Direct Reports</b>	N/A
<b>Place of Work</b>	Kildare Town (some work will be undertaken in the Outreach Centre in Naas and at Safe Home and other Outreach locations across County Kildare, on occasion)
<b>Working Hours</b>	40 hours per week (Monday–Friday 9am-6pm – inclusive of 1-hour unpaid lunch break)
<b>Nature of Post</b>	12-month fixed term contract, renewable subject to funding and performance

## ROLE SUMMARY

Reporting to the Refuge Coordinator, the Case Worker will be responsible for providing in dept support, advocacy etc. to women and who have experienced and/or are currently experiencing domestic violence and abuse. In this role you will deliver high quality, safe and effective domestic violence responses to those seeking support, safety, and recovery. All support and interventions will be provided in line with individuals unique needs as identified in individual support plans. You will support women on a one-to-one basis and as part of a group setting. You will work within a supportive, trauma informed framework and have the opportunity to learn and develop in your role. The Case Worker may also participate in the delivery of support groups, workshops, training, and community art projects which are focused on the issue of domestic violence and abuse if and when required.

## SERVICE USER SUPPORT

- To support women who have been subjected to domestic violence and abuse by providing emotional and practical support to women in relation to their experiences of domestic violence and facilitate their consideration of their options for a safer future.
- To provide support, assistance, and advocacy to clients on practical matters including court, housing, health, social welfare, rights, and entitlements.
- To develop and deliver structured support plans with clients, through planned support sessions, and encouraging active participation from service users in leading their own personal support objectives and making choices to maximise their safety.
- To identify, develop and deliver support groups to reach clients in the community on a drop in and appointment basis, as required.
- To accompany women to family court applications and hearings, legal aid appointments, garda stations, etc., as necessary, and provide pre and post court support, if required.
- To provide support and information to women who engage with Teach Tearmainn, including via phone and refer service users internally/externally when appropriate.
- To discuss all options available and advise women on how to access / make referrals internally or externally to relevant services.
- To develop referral links for women with local support services and networks.
- To provide supports and interventions that are domestic abuse focused and evidence based.
- To lobby and advocate for service users with local service providers relevant to service users' needs including, gardai, schools, housing authorities, social welfare, women's groups, social work, hospitals, doctor surgeries, counsellors, youth services, family resources centres, etc. This includes sourcing referral paths and educating those services on referring to our services, in a safe and client centered manner.
- To facilitate workshops and information sharing with groups and professionals on the issue of domestic violence awareness and to educate on recognize, respond, refer as and when required.

- To liaise with colleagues from all sections of Teach Tearmainn's team to ensure a Trauma Informed approach and empowerment model is used with all service users.
- To liaise and work cooperatively with all Teach Tearmainn staff including the Outreach, Court Accompaniment and Children's Services regarding family care plans, court referrals and follow ups needed.
- To always observe and enforce a policy of strict confidentiality in relation to all aspects of the service and its service users.
- To maintain and update accurate records of all files and any associated documentation using the Salesforce database, and all other databases in a timely and professional manner.
- To attend and participate fully in all team meetings, training and supervision provided by the company.
- To work according to Children First guidelines and Teach Tearmainn's Child Protection and Welfare policy.
- To represent the work and ethos of Teach Tearmainn in a professional and respectful manner at all times.
- To work under the direction and guidance of Management to ensure the highest possible level of care is maintained at all times.
- Communicate with Management on a regular basis and advise them in a timely manner of issues arising from work.
- To attend court hearings and give evidence as required.
- To perform such other duties appropriate to the post, which may be assigned by the Coordinator or other designated officer.
- To maintain a positive and professional approach to all service users and staff at Teach Tearmainn.
- To be motivated and action oriented in all aspects of service delivery.



## SKILLS NEEDED

- Ability to communicate effectively, particularly with vulnerable women about issues affecting their lives.
- Ability to work on own initiative and have strong self- motivation. The ability to be dependable and flexible in work practices as well as being a strong team player whilst always maintaining a positive attitude is also essential.
- Ability to create, plan, develop and implement support plans and programmes for women based on their identified needs.
- Ability to assess situations and act appropriately and professionally, using problem solving processes that meet the needs of women experiencing domestic violence and abuse.
- Ability to use professional experience and judgement in line with the organisation's policies to undertake risk assessments and undertake safety plans for each woman safely and appropriately.
- Demonstrable facilitation skills for the development and delivery of group programmes with women.

## **The Successful Candidate Must Have Knowledge and Understanding Of:**

- A theoretical understanding domestic violence, attachment, trauma, individual and group programme planning, intervention processes and evaluation of the work
- Evidence based programmes and approaches to working with women affected by trauma and to demonstrate an understanding of the impacts of trauma on children and young people.
- Current legislation and key policy documents relevant to women experiencing domestic violence and abuse.
- Understanding of safeguarding procedures and child protection issues
- Working knowledge of domestic violence and the associated issues facing women and children

## OUR MISSION:

To meet the needs of women and children experiencing Domestic Violence and Abuse, by providing inclusive, supportive and confidential services that empower women and children to live life without fear.

## OUR VISION:

A world where women and children have the right to be and feel safe and happy.

## OUR CORE VALUES:

- Our Values
- Empowerment
- Non-Judgmental
- Trust
- Empathy
- Respect
- Women & Children Centered
- Hope

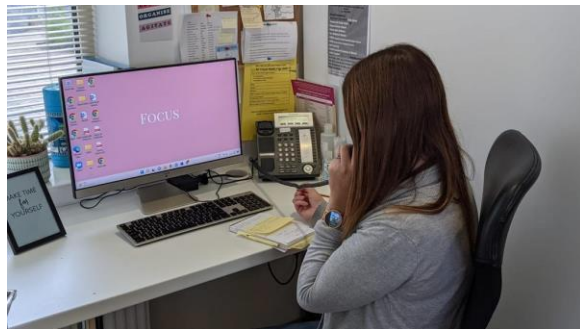


## HEALTH AND SAFETY

- Ensure that best practice in relation to standards of health and safety are maintained at all times.
- To participate in training and adhere to Health and Safety policies and procedures so they are fully complied with.

## INFORMATION MANAGEMENT

- Ensure day-to-day and ad-hoc reporting are accurately produced and presented to the Outreach Services Coordinator.
- Ensure that the collection/recording of all data in the service is in accordance with the relevant Data Protection legislation.



## INTERAGENCY WORK

- Represent the work and ethos of Teach Tearmainn in a professional manner at all times in line with the organisation's strategic goals, vision, mission, and values.
- Establish and maintain positive working relationships with relevant agencies focused on achieving better outcomes for women and children experiencing domestic violence.

## GENERAL

- To ensure that the highest standard of professional support is always provided to women and children.
- To create community awareness and raise consciousness regarding the issue of Domestic Violence and best practices in combating it.
- To network and develop formal links with local service providers authorities, social welfare, women's groups, social work, hospitals, etc.
- To perform other duties appropriate to the office as may be assigned from time to time by the Coordinator.

*These duties are a general guide to the responsibilities of the role. They are neither definitive nor restrictive. The post-holder may be required to undertake other duties commensurate with the post.*



## PERSON PROFILE

This role requires an exceptional individual who wants to make a difference to the lives of women and children who have experienced domestic violence and abuse.

The post holder will have proven experience of working with vulnerable families in crisis, ideally in a domestic abuse service setting. The individual must have excellent interpersonal skills.

They must be passionate about and have an excellent knowledge of domestic violence issues and experience of working in gender equality, a domestic violence service or another relevant setting.

## CORE COMPETENCIES AND SKILLS

Criteria	Essential
Applicants with minimum 2 years domestic abuse experience is preferable	
Minimum of a BA in applied social studies e.g., social care or social studies and must be working as a qualified practitioner for more than 2 years	✓
Minimum 2 years' experience of working vulnerable service users, working with families who have experienced domestic violence and abuse is preferable.	✓
Thorough knowledge of procedures and practices relating to the Safeguarding of Women, Children and Young People.	✓
Understanding of and capacity to work in a non-judgemental manner and a commitment to gender equality and human rights of women, children, and young people	✓
Demonstrable IT skills and experience of Microsoft Office 365 and experience of using case management systems for data collection	✓
Experience of crisis management	✓
Must have a full clean Drivers Licence and access to a vehicle	✓
Experience working in team settings and on own initiative, have strong self- motivation, be reliable and flexible in work practices	✓
Ability to assess the needs and risks to women experiencing domestic abuse in crisis situations and act appropriately and professionally, using problem solving processes that meet the needs of women experiencing domestic violence	✓
Demonstrable experience of interagency working and joint service provision	✓
Excellent verbal and written communication skills including recording of data and report writing, development of work plans plus ability to communicate effectively with staff in relation to the work of the organisation	✓
Excellent organisational skills and the ability to manage a varied workload with structured supervision	✓

# REMUNERATION

€35,906 - €43,460 (Depending on Relevant Experience)

Non-pay related benefits include:

- **7% Employer Pension Contribution**
- **25 Days Annual Leave + additional birthday leave day after completion of 12 months service.**
- **Maternity Pay Scheme - available after 24 months**



## APPLICATION PROCESS

To apply, please email your completed application form by the closing date.

- E-mail: [recruitment@teachtearmainn.ie](mailto:recruitment@teachtearmainn.ie)
- Telephone: + 353-45-535178
- Website: [www.teachtearmainn.ie](http://www.teachtearmainn.ie)

This position is offered subject to Garda Vetting.

Only Shortlisted Candidates will be contacted.