

Job Title: Refuge & Helpline Team Leader

Reporting to: CEO

Location: Kildare Town (with occasional work required in Naas and other locations (safe homes, interagency meetings etc)

Salary: €59,544 per annum

€52,824 basic salary + €6720 (approx) on-call allowance per annum

On-call duty: You will be required to be on-call to the Refuge & Helpline service for 2 weeks in every 4 weeks. An additional fee will be paid to you for this. The Refuge & Helpline Team Leader will be responsible for scheduling the on-call rota,

Contract Type: Permanent (following successful completion of probationary period).

Contract Hours: 37.5 hours per week.

Hours of Work Monday-Friday 9am-5:30pm (1 hour unpaid lunch break per day). Occasional evening or weekend work may be required.

Direct Reports: Currently 9 staff consisting of caseworkers evening, weekend and relief staff. You will also have responsibility for 2 part-time CE staff. The Refuge and Helpline Team is a growing service and the Team Leader is expected to be flexible in undertaking new employees, volunteers and projects when directed.

About the Role

We are seeking a dynamic, motivated, and experienced individual to lead our Refuge and Helpline services, providing vital support to women and children fleeing domestic abuse. This is an exceptional opportunity to shape, strengthen, and develop frontline services within a supportive, values-driven organisation.

Our accommodation-based support includes a 4-unit Refuge and two dispersed community-based properties located in Naas. The Outreach team are responsible for the case work of Safe Home clients but the Refuge team is responsible for the Safe Homes facilities oversight. Alongside these essential services, you will also oversee the day-to-day operations of our confidential Helpline, ensuring accessible, high-quality support is provided to those in crisis.

You will work closely with the CEO to maximise the impact and reach of our services. This role offers the opportunity to drive innovation, ensure best practice, and



make a real and lasting difference in the lives of women and children.

Key Responsibilities

Service Leadership and Coordination

- Provide strategic and day to day operational oversight of the Refuge & Helpline services.
- Ensure service delivery aligns with the organisation's policies, values, and legal obligations.
- Maintain high levels of occupancy across Refuge & Helpline services, balancing this with the individual needs and safety of residents.
- Actively contribute to service development, quality improvement, and long-term planning.
- Ensure safeguarding and risk management procedures are robust and consistently applied.

Staff Management and Development

- Lead, support and manage the Refuge & Helpline staff team and volunteers.
- Deliver monthly one to one supervision, reflective practice sessions, and ongoing case management guidance.
- Facilitate regular team meetings to promote communication, collaboration, and shared learning.
- Support staff development by identifying training needs and ensuring access to learning opportunities.
- Assist in the recruitment, induction, and retention of high-quality staff, students and volunteers.
- Foster a trauma-informed, empowerment-focused environment that encourages client independence.
- Provide cover for essential tasks in the event of staff absence or shortages.
- Oversee the delivery of support services, ensuring these are provided to the highest standard.

Facilities and Operations Oversight

- Take full responsibility for the day-to-day management and upkeep of all Refuge & Helpline and dispersed accommodation units.
- Ensure all properties are safe, secure, and maintained to a high standard, creating a welcoming and dignified environment for women and children.
- Oversee repairs, maintenance, servicing, and routine inspections across all accommodation, working proactively to prevent issues and ensure minimal disruption to residents.
- Ensure compliance with all health and safety legislation, regulations, and best practice guidelines, including fire safety, building maintenance, manual handling, and hygiene standards.
- Maintain accurate records of safety checks, risk assessments, and remedial works.
- Develop and implement systems for routine property checks, incident reporting, and facilities-related audits.

- Liaise with internal staff teams to ensure a coordinated and consistent approach to managing facilities and client safety.
- Work closely with the Evening & Weekend team to ensure 24/7 operational continuity.

Client Support and Case Oversight

- Ensure the delivery of a high-quality, trauma-informed, and survivor-centred domestic violence support service to all residents and helpline users.
- Monitor and support the work of frontline staff to ensure consistent, effective case management, and person-centred support planning across all service areas.
- Oversee the use of the organisation's case management system to ensure accurate recording of support plans, risk assessments, safety planning, case notes, and outcomes tracking.
- Support staff to apply the organisation's case management framework effectively, ensuring best practice and adherence to internal policies and external standards.
- Conduct periodic case reviews and audits to monitor the quality of support provided, identifying areas for improvement and additional training needs.
- Ensure the service is accessible, inclusive, and responsive to the diverse needs of women and children, including those with complex needs or from marginalised communities.
- Promote a culture of empowerment, dignity, and respect, ensuring that service users are active participants in their own support journeys.

Administration and Reporting

- Manage team rotas, annual leave, TOIL, and sickness records.
- Ensure compliance with all monitoring and evaluation requirements in relation to ongoing projects and funder expectations.
- Write service reports and contribute to grant applications when required.
- Support ongoing data collection and quality assurance systems.
- Ensure health and safety procedures, including risk assessments and incident logs, are up-to-date and followed.

Organisational and External Engagement

- Manage the Evening & Weekend team and contribute to the out-of-hours management rota.
 - Provide emergency management cover as part of a shared on-call system.
 - Build and maintain strong working relationships with external agencies, partners, and statutory services.
 - Collaborate with the CEO to ensure service user involvement in the design, planning, and review of services.
 - Participate in relevant training and development in line with organisational policy and identified needs.
 - Promote a respectful, inclusive, and anti-discriminatory approach to service delivery at all levels.
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Person Specification

Essential Experience and Skills

- Proven experience managing support services within a domestic abuse, housing, or social care setting.
- Strong understanding of the dynamics and impact of domestic violence and abuse on women and children.
- Demonstrated ability to lead and motivate teams in a trauma-informed, empowering way.
- Experience in safeguarding, risk assessment, and crisis intervention.
- Competence in managing service delivery, team supervision, and monitoring performance.
- Familiarity with case management systems and service monitoring tools.
- Strong interpersonal, communication, and organisational skills.
- Ability to work flexibly, including participation in on-call and emergency cover duties.

Desirable Attributes

- Relevant professional qualification (e.g. Social Work, Psychology, Health & Social Care, Women's Studies).
 - Experience in managing dispersed or residential accommodation services.
 - Knowledge of relevant Irish legislation, policy, and best practice frameworks (e.g. Children First, Tusla, Safe Ireland, Health & Safety Authority).
 - Understanding of the intersectional barriers faced by marginalised groups, including migrant women, women with disabilities, and LGBTQ+ survivors.
 - Experience working in partnership with statutory agencies and community services.
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Salary & Benefits

- **Salary:** €52,824
- **On- Call Allowance:** €6720 (approx) per annum
- **Pension:** Employer contribution of 7%
- **Annual Leave:** 25 days per annum. Additional 1 day birthday leave day after 12 months of service.
- **Additional Benefits:**
 - Sick pay scheme after 12 months service
 - Maternity pay scheme after 24 months of service)
 - Employee Assistance Programme
 - On-call allowance for designated weeks
 - Access to training and development

- Garda Vetting is required for this role

Person Specification

Criteria	Essential	Desirable
Education/Qualifications	Minimum third level 8 degree required (social care, social studies or equivalent).	A relevant professional qualification in management/social work/housing.
Experience	<p>Managing and developing teams and individuals.</p> <p>Working in a residential setting.</p> <p>Extensive experience of providing emotional and practical support to people seeking support/advice (e.g. social services, residential work or voluntary sector).</p> <p>A good working knowledge of safeguarding.</p> <ul style="list-style-type: none"> • Reflective Practice. • Domestic Abuse. 	<p>Experience of providing advocacy.</p> <p>Experience of working in a Refuge & Helpline or domestic violence service.</p> <p>Experience of managing change.</p> <p>Level 3+ Safeguarding qualification.</p> <p>Awareness of trauma-informed working.</p>
Abilities/ Skills / Knowledge	<p>Oversee and direct complex domestic violence casework including issues such as child abuse, mental health, substance abuse, working with trauma in adults and children and crisis intervention.</p> <p>Knowledge of managing supported accommodation and the full range of housing management responsibilities including preventing rent arrears, eviction, health and safety, housing, legal and welfare rights of women and children experiencing domestic violence and of working in multi-agency partnerships.</p> <p>The ability to demonstrate leadership and sound judgement in crisis situations including where lives need to be protected.</p>	<p>Knowledge of case management system.</p> <p>An understanding of the needs of minority and Refuge & Helplinee women experiencing domestic violence and how discrimination affects them.</p> <p>Knowledge and awareness of the complexities of domestic violence issues and a</p>

	<p>Proven ability to ensure team successfully delivers outcomes for funders.</p> <p>To establish good working relationships with housing departments, housing associations and other key agencies and the ability to negotiate effectively with these agencies.</p> <p>Evidence of strong written and verbal communication skills.</p> <p>A methodical and well-organised approach to workload and an ability to work with minimal supervision and to take initiative.</p> <p>Good interpersonal skills including the ability to establish boundaries and maintain professional distance with staff and residents whilst at the same time creating trust and warmth.</p> <p>A comprehensive knowledge of current general and welfare rights legislation as it affects women escaping domestic violence e.g. Housing benefits/homelessness legislation /injunctions.</p> <p>An understanding of group dynamics in a residential setting.</p> <p>Ability to mediate & de-escalate stressful situations with conflict resolution skills.</p> <p>Ability to give and receive constructive feedback.</p>	<p>commitment to Refuge & Helplines' philosophical principles.</p>
General	<p>Full clean Irish driving license and access to own vehicle is essential.</p>	

How to Apply

Please send your CV and a cover letter detailing your suitability for the role to lorrainerowan@teachtearmainn.ie

Closing Date: 27th June 2025

Interviews: Anticipated to be held the week of July 7th 2025