

Domestic Abuse Case Worker: Refuge & Helpline Service

Reports to: Refuge Coordinator

Location: Kildare Town (some work may be required at our outreach site in Naas and other locations in the region).

Contract Type: Full Time

Salary: €38,825

Hours: 37.5 hours per week (Monday – Friday 9am-5:30pm - unpaid 1 hour lunch break per day).

Job Purpose

The Case Worker is a core member of Teach Tearmainn's 24/7 Refuge team. The post holder is responsible for delivering high-quality, trauma-informed, and empowerment-based one-to-one case work with women who have experienced domestic violence and abuse and are residing in refuge. They will also support Teach Tearmainn's helpline service, providing emotional support, information, and conducting assessments for refuge. This role requires the ability to work independently in crisis situations, while also collaborating closely with the wider refuge and outreach team.

Key Responsibilities

Service User Support

- Provide one-to-one, trauma-informed psychoeducational support to the women residing in refuge.
- Act as the primary case worker for at least four families in refuge at any given time.
- Develop and implement detailed Personal Support Plans with each woman, tailored to her individual needs and goals.
- Support clients in accessing their entitlements through advocacy and information-sharing.
- Liaise with other team members including the Children's Services team.



- Make referrals to appropriate external and internal services in response to identified needs.
- Facilitate structured support sessions to enhance client understanding of domestic violence.
- Facilitate groups programs to women and children including Own My Life, TLC Kidz, Purple Hand Bystander training etc.
- Promote a safe, empowering environment for all service users.
- Maintain professional and compassionate boundaries.
- Provide support to callers on Teach Tearmainn's confidential helpline.
- Conduct initial needs assessments and risk assessments for potential refuge clients.
- Carry out intake and exit processes for all refuge residents.
- Record all interactions and case updates accurately.
- Provide crisis support and contribute to the daily refuge operations.
- Assist with managing emergencies and maintaining health and safety standards.

Interagency & Team Collaboration

- Represent the work and ethos of Teach Tearmainn professionally.
- Network and liaise with local service providers.
- Participate in case conferences and interagency meetings when required.
- Collaborate with the wider refuge and outreach team.
- Attend team meetings, reflective practice sessions, supervision, and training.

Person Specification

Essential Qualifications and Experience

- Minimum Degree Level 7 BA in Social Care, Social Studies, or related field.
- Minimum 2 years experience supporting women experiencing domestic violence or other complex area such as addiction.
- Experience in case management and developing support plans.
- Ability to respond in crisis situations.
- Understanding of trauma, coercive control, and gender-based violence.
- Full, clean driver's license and access to own transport.

Essential Skills & Attributes

- Ability to work independently under pressure.
- Strong team player with excellent interpersonal skills.
- Excellent written and verbal communication.
- High level of organisation and detail orientation.



- Excellent IT skills and familiarity with case management systems.
- Commitment to empowerment practice.

Our Mission

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

Our Values

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

Remuneration & Benefits

- €38,825 per annum
- 7% Employer Pension Contribution
- 25 Days Annual Leave plus additional Birthday Leave after 12 months service
- Employee Assistance Programme (EAP)
- Maternity Pay Benefit (after 24 months' service)
- Sick Pay Scheme (after 12 months service)
- Comprehensive Training

How to Apply

Please email your CV and a cover letter outlining your suitability for the role to:
lorrainerowan@teachtearmainn.ie

Closing Date: Date: 27th June 2025

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

This post is subject to Garda Vetting. Only shortlisted candidates will be contacted.