



## **Job Title: Service Support Worker**

Contract: Full-time (37.5 hours per week), 12-month fixed-term contract

Hours: **Monday – Friday, 9:00am–5:30pm** (60-minute unpaid break)

Salary: €31,254 per annum

Location: Based in **Kildare Town** with regular travel to **Naas** during work hours (Safe Homes work expected)

Reporting to: Team Leader

## **About Teach Tearmainn**

Teach Tearmainn provides essential services and support to women and children affected by domestic abuse. Our mission is to create a safe and nurturing environment where survivors can rebuild their lives, free from fear and violence. We offer a comprehensive suite of services including Refuge, Safe Homes, Helpline, Outreach, Children's Support, and Court Accompaniment.

## **Role Overview**

We are seeking a compassionate and proactive Service Support Worker to join our team. This is a unique opportunity to make a meaningful difference in the lives of vulnerable women and children. The role combines direct service delivery, childcare, helpline support, and general administrative tasks across our service areas.

## **Key Responsibilities**

### **Helpline Support:**

Provide empathetic, non-judgmental support to callers. Offer information, emotional support, and appropriate referrals through our helpline service.

### **Safe Home Support:**

Support families residing in off-site Safe Homes. Conduct regular check-ins with residents, complete weekly health and safety visits, collect rent, assist with practical aspects of their stay. A Case Worker will provide the DV specific support to the women. Travel is required to these homes so a full clean driving licence and access to a vehicle are essential.

### **Childcare Provision:**

A core part of your day to day work will be to provide safe, nurturing childcare



for children staying in the refuge to enable mothers to access support services from the Case Worker.

**Refuge Support:**

Assist the refuge team on day to day issues where additional support is needed, this may include supporting with calls, intakes, exits etc. Welcome and assist visitors at the Refuge when needed.

**General Support:**

Assist Team Leader and Management on different tasks across departments. Help maintain a safe, welcoming, and organized environment within our service.

**Administration & Reception:**

Handle general administrative duties, including data entry, file organisation, and supporting subject access request processes.

**Candidate Profile**

We are looking for someone who is:

- Empathetic, warm, and non-directive in approach
- Confident working with both women and children
- Comfortable supporting individuals in crisis
- A team player with a proactive, can-do attitude
- Organised and capable of managing varied responsibilities
- Fluent in English with strong IT and communication skills

**Qualifications & Experience****Essential:**

- Degree (Level 7 minimum) in Social Studies, Community Development, Childcare, or a related field
- Full, clean driver's licence and access to a vehicle
- Experience supporting vulnerable individuals/families
- Strong interpersonal, written, and verbal communication skills
- Proficiency in IT systems (MS Office, email, etc.)

**Desirable:**

- Experience in a helpline, support, or care role (paid or voluntary)
- Childcare experience
- Familiarity with issues related to domestic abuse and trauma-informed care



- Knowledge of Salesforce or other CRM systems
- Experience in a crisis or emergency response setting

### Staff Benefits

- 7% Employer Pension Contribution
- 25 Days Annual Leave + 1 additional birthday day (after 12 months)
- Maternity Pay Scheme (after 24 months service)
- Employee Assistance Programme (EAP)
- Sick Pay Scheme
- Continuous Professional Development (CPD)
- Access to specialist training (e.g. Helpline, Group Facilitation, Motivational Interviewing, Suicide Awareness)

### Why Join Teach Tearmainn?

- Be part of a values-driven, purpose-led organisation
- Help shape better futures for survivors of domestic abuse
- Gain access to specialist training and support
- Work in a compassionate, inclusive, and supportive team culture
- Opportunities for growth within the domestic violence sector

### Application Process

To apply, please send your CV and a cover letter outlining your interest in the role and relevant experience to **recruitment@teachtearmainn.ie**

**Closing date: Friday 4<sup>th</sup> July 2025**

Please note: Garda vetting applies to this role. Only shortlisted candidates will be contacted.

This job description is not exhaustive and may be subject to change in line with service needs.