**Domestic Violence Services Manager (Castlebar, Co Mayo)**

**Full time (35hrs per week)**

In the context of changing Domestic Violence sector infrastructures, Safe Ireland are recruiting an experienced Manager and Team Leader who will deliver a fit-for-purpose 21st Century service to support survivors of coercive control and domestic, sex, gender, and sexuality-based violence (DSGSBV). Our DSGSBV Centre in Castlebar, Co Mayo, provides a telephone support line, 24/7 refuge accommodation, centre-based supports, outreach, and community services across the county along with a dedicated children’s support service.

**About Safe Ireland**

Safe Ireland National Social Change Agency works to eradicate Domestic, Sex, Gender, and Sexuality-Based Violence (DSGSBV) in Ireland. We recognise that DSGSBV is a widescale social problem that requires a nationally integrated, county/community-based response to ensure safe pathways out of abuse for women & children.

We have four distinct functions:

1. Understanding domestic, sex, gender and sexuality-based coercion and violence (DSGBV) in order to advance government, commercial and civil society policy, practice, and provision responses.

2. Providing and supporting frontline refuge, support, and outreach services to SURVIVORS of DSGBV.

3. Supporting Safe Ireland Network SERVICES.

4. Developing DV SECTORAL best practice for community-based DSGSBV responses.

We achieve our work through collaborations with our network of affiliated independent frontline DV services, and with national stakeholders.

There are thirty-seven DV affiliated as members of Safe Ireland. Each deliver local services including helplines, information/advocacy, crisis and move-on accommodation, Garda / Court accompaniment, Welfare advice, and practical/emotional/therapeutic supports for adults, young people, and children.

**About the role**

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| **Job Title:** | Domestic Violence Services Manager |
| **Location:** | Castlebar, County Mayo |
| **Job Type:** | Full Time 35 hrs per week. Contract of Indefinite Duration |
| **Reports To:** | Services Development & Practice Manager (SDPM) |
| **Salary Scale:** | HSE Pay scales -Social Care Manager, Point 1: €66,077 per annum. |
| **Number of in/direct line-reports:** | 15 + |
| **Probationary Period:** | 6 months |

**Generally**

This role requires an exceptional individual who wants to make a difference in the lives of Women & Children. You will have proven experience of motivating staff as well as strong interpersonal and demonstrable management skills. You must also have a good working knowledge of DSGSBV issues and experience of working in gender equality, a domestic violence service or another relevant setting, including facilities management. You will have proven experience in networking and establishing relationships with agencies and key professionals, as well as developing services.

You will provide line-management and support to the service delivery teams which will include supervision on complex case management issues, such as addiction/mental health, child protection/adult safeguarding and the management of operational emergencies to ensure all services are delivered in line with *Safe Ireland’s Safe Spaces & Safe Practice* frameworks. You will represent the work and ethos of Safe Ireland in a professional and ethical manner at all times in line with the organisation’s strategic goals, vision, mission, and values. You will be responsible for ensuring compliance, contractual and other funding requirements are met fully and that Safe Ireland’s high standards are adhered to at all times.

**Specifically**

All management and practice will:

1. Embody Safe Ireland’s values and principles through demonstrating integrity and fairness.
2. Ensure good governance and best practice professional standards.
3. Implement Safe Ireland’s strategic objectives within the scope of the annual work plan.
4. Be responsive to the current, and the anticipated future needs of women and children.
5. As part of Safe Ireland’s National Team, you will be well-versed on the core strategic focus of creating effective pathways out of Domestic Abuse and Violence and Coercive Control and will lead the service in the implementation of Safe Ireland’s

**Core Duties and Responsibilities:**

**Service development and delivery.**

1. You will manage the development and day-to-day delivery of Safe Ireland’s high quality refuge accommodation, centre-based supports, outreach and community-based services for women and children fleeing domestic abuse and violence in line with Safe Ireland’s operational policies and procedures.
2. You will be responsible for the upkeep and maintenance of the refuge accommodation facility and surrounding environs in line with organisational Health & Safety Policies & Procedures.
3. You will develop and manage organisational incident and accident reporting systems, including risk management ensuring the safety of all service users, staff, and visitors.
4. In conjunction with the SDPM, develop service policies, procedures & protocols in line with the Safe Practice and Safe Place service delivery models.
5. Oversee the maintenance and implementation of annual service budgets, transparent control systems, and reporting mechanisms in line with statutory and funding requirements.
6. Manage and develop Safe Ireland’s services and responses to support service users within an Empowerment Model of Care, ensuring the service user voice is heard and visible, via focussed meetings and feedback routes, in Safe Ireland’s Policies and Practices.
7. Establish and maintain positive working relationships with relevant external agencies and voluntary bodies to develop service user centred programs and supports.
8. In conjunction with the SDPM, identify service delivery gaps and develop new services in line with Safe Ireland’s Strategic Plan & Objectives.
9. Consult, manage, audit, evaluate, review, report and record the delivery of all Service Level Agreements, including KPI’s.

**Leadership and People Management**

1. Lead and manage a multi-disciplinary team in the delivery and development of services in the Region in accordance with the vision, mission, and strategic direction of the Safe Ireland national team.
2. To maintain oversight of the CRM system to ensure accurate recording and reporting of service activity.
3. Ensure all information management systems are supportive, fair, effective, sustainable and in line with best practice.
4. Ensure compliance with external regulations and internal policies and procedures.
5. To promote good communication and teamwork amongst staff including the facilitation of team meetings and other communication tools
6. To ensure that staff receive appropriate on-going training, while providing adequate cover.
7. To assess the performance of staff at regular intervals and perform annual staff appraisal for staff members with a view to developing all staff to reach their full potential and perform as valued and key contributors in the operation of the service.
8. To ensure that the work of the Team adheres to the requirements of relevant legislation and internal policy procedures and to manage and oversee this at team level e.g., GDPR, Complaints Policy and Health and Safety
9. To ensure that the Children First Guidelines and Safe Ireland’s Child Protection and Welfare Policy are adhered to and understood by all staff members.
10. Schedule, track, and record on file all staff probationary and supervision sessions.
11. Maintain staff training schedules and records.
12. Develop and manage staff rotas, annual leave, sick leave, and welfare matters in line with Safe Ireland’s HR policies and procedures.
13. To participate in supervision and support sessions with the SDPM and to attend training as arranged and agreed.
14. To perform such other duties appropriate to the office as may be assigned from time to time by the SDPM.

**Domestic Violence Services Manager – Person Specification:**

**Assessment Method: A = Application I = Interview**

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| **Key Competencies, Qualifications & Experience:** | **Essential or Desirable:** | **Assessment Method:** |
| A Third Level Qualification: social care, housing or management or related discipline, at minimum level 8 on the National Framework for Qualifications. | E | A |
| 5 years’ experience leading and managing multi-disciplinary frontline service delivery teams, including residential service delivery. | E | A & I |
| 5 years’ experience leading and managing multi-disciplinary frontline service delivery teams within a Domestic Violence Service delivery context. | D | A & I |
| Demonstrable achievements at senior management level including the management of residential/refuge /emergency accommodation facilities, preferably within the not-for-profit sector. | E | A & I |
| An advanced and demonstrable understanding of Sexual, Domestic, Gender & Sexuality Based Violence and appropriate, current practitioner responses. | E | A & I |
| An extensive knowledge and understanding of sensitively assessing and responding to the needs and risks of women and children subjected to Domestic violence and Coercive Control and supporting teams to carry out this critical function. | E | A & I |
| Experience of managing the security, safety and well-being of survivors of Domestic Abuse and Coercive control and/or vulnerable adults. | E | A & I |
| Experience of supporting staff to manage complex casework, including issues such as child abuse, sexual violence, mental health, substance use, working with trauma in adults and children, crisis intervention and risk assessment. | E | A & I |
| Demonstrable knowledge and understanding of Domestic Violence, Coercive Control and Trauma Informed professional practice in managing child and adult safeguarding procedures and risk assessment. | E | A & I |
| Demonstrable change management experience. | E | A & I |
| A track record of proven HR, influencing, negotiation and decision-making skills. | E |  |
| Proven ability to work effectively as part of a team as well as being an affective people and team leader and manager. | E | A & I |
| Experience of working within quality performance and management frameworks relating to staff and service functions. | D | A & I |
| Experience in developing, delivering and evaluating psychosocial education programmes. | D | A & I |
| An agile and reflective practitioner with a focus on self-care and staff well-being. | E | A & I |
| Demonstrable knowledge and understanding of Domestic violence and Coercive Control practice issues relating to housing, legal support, access to health services, financial and social welfare supports, therapeutic supports and employment, training and education. | E | A & I |
| Demonstrable knowledge and experience of supporting women experiencing domestic violence and coercive control who face additional barriers, including women within the nine protective characteristics under the Equality Act 2010, and how discrimination affects them and their families. | D | A & I |
| Demonstrable experience of empowerment-based models of care for women and children with complex needs including de-escalation models of support. | E | A & I |
| A successful track record in building and sustaining key stakeholder relationships to ensure best practice service development at local level. | E | A & I |
| Proficient in the use of MS Office Suite and Salesforce. | E | A |
| Experience of embedding evidence-based, outcomes focussed practice within a service. | D | A & I |
| Experience of effective budget management and oversight of accounting function. | E | A & I |

**Other Requirements:**

* Work flexibly as required, with occasional out-of-hours work and travel.
* Full driving license with access to a vehicle.
* Available to participate in the On-Call Rota.
* This post is subject to Garda Vetting.

### **What we offer you:**

* **Pension:** 7% employer’s contribution through our Pension Scheme (7% of annual basic salary) once probation is passed.
* **Annual leave/Public Holidays:** Entitled to 25 working days annual leave pro rata per annum; this is exclusive of public holidays.
* **Paid Sick leave:** Available once 6-month probation is passed.
* **Employee Assistance Programme:** 24-hour support and counselling services available to staff.

**To Apply for the role:**

[**info@safeireland.ie**](mailto:info@safeireland.ie)

**Please note closing date is Midnight 20th July 2025**

Interviews will take place in and around the week after the closing date above.

All applications are treated in the strictest confidence.

Safe Ireland is an equal opportunities employer.