

## **Job Title: Community and Outreach Services Team Leader**

**Organisation:** Teach Tearmainn

**Location:** Naas (primarily) some work will be expected at our other sites which includes Kildare Town. Travel across the community will also be required (Safe Homes, Outreach Clinics, interagency meetings etc.).

**Hours:** Full-Time 37.5 hours per week, Monday to Friday, 9am–5pm. (30 min unpaid lunch break per day). Occasional evening/weekend may be required

**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 Team Leader will be responsible for scheduling the on-call rota,

**Contract:** Permanent (subject to successful completion of probation)

**Reports to:** CEO

**Direct Reports:** Currently 5 staff consisting of 2.5 Outreach Caseworkers, 1 Court Liaison Officer, 1 Children's Project Worker. The Outreach Team is a growing service and the Team Leader is expected to be flexible in undertaking new employees, volunteers and projects when directed.

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### **About the Role**

We are seeking a skilled and compassionate leader to join our management team as a Community and Outreach Services Team Leader. This is a pivotal role responsible for the day-to-day management of our outreach, court accompaniment, and children's support services — all essential parts of our work supporting women and children impacted by domestic violence.

This role calls for a strong and supportive people manager with a track record of leading high-performing teams, building a positive team culture, and maintaining consistently high standards of care. The ideal candidate will have exceptional attention to detail, particularly in ensuring compliance, documentation, and accountability across services. Equally important is a deep understanding and critical analysis of domestic violence, and an ability

to embed that awareness into the design and delivery of trauma-informed, client-centered support.

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## **Key Responsibilities**

### **Leadership, Staffing and Community Volunteers**

- Provide day-to-day leadership and direction to the Outreach, Court Accompaniment and Children's Services teams.
- Motivate and support staff and volunteers to deliver high-quality, client-centered services.
- Allocate duties and responsibilities across the team and oversee caseloads.
- Ensure all staff maintain professional standards in case management, record keeping and reporting.
- Recruit, induct, train and supervise staff and community volunteers.
- Support student placements and CE/volunteer roles in line with organisational policies.
- Evaluate staff and volunteer performance to ensure quality and effectiveness.
- Promote a caring, therapeutic, and empowering approach to all client interactions.
- Ensure each team member receives supervision, training, and development aligned to their responsibilities.

### **Service Delivery**

- Oversee the delivery of outreach, court accompaniment and children's services across the community.
- Work directly with women and children in the community as required, particularly in complex or high-risk cases.
- Ensure all clients have individualised care plans, developed and reviewed in line with standards.
- Identify and respond to gaps in service provision.
- Provide advocacy and practical support for clients, including at court.



- Promote and support both individual and community models of care.
- You will be required to provide direct support to clients on a one to one and group basis.
- You will oversee the successful operation various established projects including, MEND partner support project, Safe Home case management, Own My Life, one million stars community arts project, the purple hand (bystander training) campaign, healthy and unhealthy relationship talks etc.
- You will identify needs for clients and the community and respond accordingly.

### **Quality Assurance & Compliance**

- Uphold the highest standard of professional practice in line with national legislation, Children First and internal policies.
- Maintain accurate records, care plans, file audits, and internal documentation.
- Support the implementation of policies and procedures across outreach and community services.
- Participate in service reviews, internal audits and quality assurance processes.
- Act as the Designated Person in line with Children First legislation.

### **Community Engagement & Training**

- Build and maintain links with local services, Gardaí, schools, youth clubs and women's groups.
- Develop and lead training and education programmes in the community.
- Represent the organisation at interagency meetings and forums.
- Attend and contribute to court hearings and child protection case conferences as required.

### **Volunteer & Programme Coordination**

- Lead the recruitment, induction, training, and ongoing support of community volunteers.
- Maintain up-to-date databases on volunteer availability, skills and involvement.

- Develop codes of conduct and operational procedures for volunteer activities.
- Ensure volunteers are aligned with organisational values and practice.

### **Administration & Reporting**

- Develop and maintain efficient administrative systems for staffing, programming and outreach work.
- Contribute to budget planning and management for community services.
- Ensure timely and accurate reporting for internal use and external funders.
- Support development and implementation of monitoring and evaluation systems.
- Maintain regular communication with line manager on operational and case-related matters.

### **Management Team Responsibilities**

- Participate as a proactive and collaborative member of the management team.
- Contribute to strategic planning, policy development, and organisational decision-making.
- Work closely with senior management to deliver on the strategic goals of the organisation.

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## **Person Specification**

### **Essential Requirements**

- Third-level qualification in social science, social care, humanities or a related discipline.
- Minimum of 3 years' experience in a community or social care setting in a supervisory or team leadership role.
- Strong case management experience.
- Deep knowledge and understanding of domestic violence and its impact on women and children.
- Proven understanding of child protection and safeguarding responsibilities.
- Experience working within a community-based model of care.

- Demonstrated experience in managing, developing and supporting staff and volunteers.
- Excellent attention to detail and organisational skills.
- Skilled in recruitment, facilitation, training and communication.
- Ability to manage competing priorities and work to deadlines.
- Confidence working collaboratively across agencies and sectors.
- Strong decision-making, problem-solving and risk assessment skills.
- Strong IT skills is essential.
- Access to own transport and willingness to travel across the region.

### **Desirable**

- Knowledge of legal advocacy and the Irish Family Court system.
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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. An 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.**
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### **Location**

This role is primarily based in Naas with travel to Refuge and outreach locations in the community expected. A full clean Irish drivers licence and access to your own vehicle is required for this role.

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### **How to Apply**

Please send your CV and a cover letter detailing your suitability for the role to **[lorrainerowan@teachtearmainn.ie](mailto:lorrainerowan@teachtearmainn.ie)**

**Closing Date: 15<sup>th</sup> September 2025**

**Interviews:** Anticipated to be held the week of 22<sup>nd</sup> September 2025