

Men's Aid Ireland: Helpline Support Worker **(<https://www.activelink.ie/node/112279>)**



We are currently hiring for a Helpline Department Support Worker

Job Title: Helpline Support Worker, Men's Aid Ireland.

Reports to: Clinical Manager/Team Lead.

Location: Navan, Co. Meath (Note: This is not a hybrid working role).

Hours: 35 hours a week, excluding lunch breaks, Monday to Friday.

Commencement: Commencing in December 2024/January 2025.

Contract type: One-year fixed term contract with the potential for a permanent role.

About Men's Aid:

Men's Aid Ireland is a national charity organisation empowering and supporting men, their children, and families who are experiencing domestic violence, to be safe.

We are seeking to recruit a Helpline support worker to join our Helpline department.

Our helpline department provides information and support to men, their children (over 18 years) and families who have or are experiencing domestic violence, intimate partner violence, coercive control and/or family violence.

We also provide information regarding male victim experiences to frontline stakeholders, professionals working in domestic, sexual, gender-based violence, anyone supporting victims who may seek information or a referral to the best support service.

As a victim centric organisation we help all victims regardless of gender, however, our organisation is the only dedicated charity supporting male victims across Ireland. Any person is always welcome to contact us.

Our work is underpinned by our core values of confidentiality, professionalism, respect, empathy, integrity, and accountability.

Main Duties and Responsibilities:

- To answer incoming helpline calls, emails, text messages and meet victims on a one-to-one basis.
- To be familiar with the support services available for victims of domestic violence.
- To risk assess the callers needs and to offer appropriate supports services.
- To escalate any matters of concern to the clinical manager.
- To offer support to colleagues who may have experienced a difficult call.
- Attention to detail regarding in putting data into our CRM.
- Set up appointments in diaries for our outreach and court clinics.
- To assist the clinical manager with any related duties.
- To support the clinical manager in ensuring health and safety and data protection requirements are fulfilled.
- To attend monthly supervision to ensure your mental health and selfcare is a priority.
- To attend internal meetings.
- To attend mandatory training and any related training: Eg: Safe Talk, Trauma Informed, Family law, any DSGBV related training opportunities.

Additional Information:

- Enthusiasm for Men's Aid mission and the DSGBV sector.
- Proven track record of victim/survivor support.
- High standards of organisational skills and attention to detail.
- Confidentiality is the bedrock of our work, discretion and sensitivity are our core values.
- Self-starter.
- positive, can-do attitude.

Knowledge and Skills:

- Relevant degree, preferably Social Care or equivalent.
- Minimum of 2 years relevant experience.
- Demonstrate a clear understanding of domestic abuse, child protection and welfare issues, risk and safety issues.
- Excellent interpersonal and communication skills.
- Strong IT skills, comfortable using a CRM.
- Knowledgeable on legal, housing and social welfare issues (particularly in relation to family law and domestic violence orders).
- Ability to work effectively as part of a team and on own initiative.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.
- Committed to effective, professional practice.
- Commitment to the elimination of domestic violence against men and an interest in the work of Men's Aid.
- Our inhouse Practitioner's Guide will be a key training tool during the onboarding process with the successful candidate.

How to apply:

Please send your cover letter and CV to HR@mensaid.ie (mailto:HR@mensaid.ie) and include why you are interested to work in this position with Men's Aid Ireland.

Closing date **Friday 6th December 2024**.

Interviews to be held, week commencing 9th December 2024.

Men's Aid Ireland is an equal opportunities employer.

Data Protection: *All applications are confidentially processed and retained in accordance with data protection policy. Applications of unsuccessful candidates will be deleted after 6 months.*

Region

Navan, Co Meath

Date Entered/Updated

20th Nov, 2024

Expiry Date

6th Dec, 2024

Source URL: <https://www.activelink.ie/vacancies/civil-liberties-human-rights/112279-mens-aid-ireland-helpline-support-worker>