

## **Women's Aid: 24hr National Freephone Helpline Support Worker** **(<https://www.activelink.ie/node/112477>)**



### **24hr National Freephone Helpline Support Worker**

Women's Aid is looking to recruit a full time Support Worker to provide support and information to women experiencing abuse in intimate relationships on the Women's Aid National Freephone Helpline, online Instant Messaging Support Service (IMSS), Text and Email support, and to assist in ensuring maintenance and fulfilment of the responsibilities of the Helpline Service Department.

#### **About the Role**

**Reference** NFHSW1.2025

**Reports to:** Head of National Helpline Services

**Location:** Women's Aid, 5 Wilton Place, Dublin 2 – Remote working, and 2 days office based (as per Blend Working Policy).

**Hours:** Helpline Support Worker Full-time – 35 hours per week (based on set roster, 5 over 7 days per week including some evenings and weekends), excluding lunch breaks.

**Contract:** 12-month fixed term temporary contract.

**Salary:** Women's Aid Helpline Support Worker Pay Band – €34,233 – €48,465, commensurate with experience and available budget.

#### **Purpose of the Post**

To provide support and information to women experiencing abuse in intimate relationships on the Women's Aid National Freephone Helpline, online Instant Messaging Support Service (IMSS), Text and Email support, and to assist in ensuring maintenance and fulfilment of the responsibilities of the Helpline Service Department as a member of the Helpline Team.

- **Download full recruitment pack [here](https://www.womensaid.ie/app/uploads/2024/11/Helpline-Support-Worker-Recruitment-Pack-2024-PDF.pdf)**  
**[\(<https://www.womensaid.ie/app/uploads/2024/11/Helpline-Support-Worker-Recruitment-Pack-2024-PDF.pdf>\)](https://www.womensaid.ie/app/uploads/2024/11/Helpline-Support-Worker-Recruitment-Pack-2024-PDF.pdf)**
- **Download application form [here](https://www.womensaid.ie/app/uploads/2024/11/NFH-Support-Worker-Application-Form-January-2025.docx)**  
**[\(<https://www.womensaid.ie/app/uploads/2024/11/NFH-Support-Worker-Application-Form-January-2025.docx>\)](https://www.womensaid.ie/app/uploads/2024/11/NFH-Support-Worker-Application-Form-January-2025.docx)**

#### **How to Apply**

**Submit your interest by completing the application form.**

**Application Form:** Application forms, clearly referenced **NFHSW1.2025** in the subject line, should be sent by email only to

**Isabelle Griffin** on [isabelle.griffin@womensaid.ie](mailto:isabelle.griffin@womensaid.ie) (mailto:isabelle.griffin@womensaid.ie) CVs will not be considered.

**Closing date:** 5 p.m. Friday, 3rd January 2025.

**Interview schedule:** It is anticipated that the first round of interviews will take place the week beginning 13th January 2025. Successful shortlisted candidates will be invited for interview.

**Region**

Dublin 2 / Remote

**Date Entered/Updated**

2nd Dec, 2024

**Expiry Date**

3rd Jan, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/civil-liberties-human-rights/112477-womens-aid-24hr-national-freephone-helpline-support-worker>