

Safe Ireland: Domestic Violence Support Worker **(<https://www.activelink.ie/node/112585>)**



Domestic Violence Support Worker

Location: Breaffy Road, Castlebar, Co Mayo

Contract type: Permanent; Full time

Hours: 35 Hours per week

Pension: Pension scheme available

Salary: Point 1 :HSE Social Care Salary Scale €38,951 per annum

Reporting to: Manager, Safe Ireland Mayo

Purpose of the Job

Safe Ireland Mayo work throughout the County to provide support to women and children who access the service and have experienced domestic violence and coercive control. It is a requirement that workers develop the skills and knowledge necessary to deliver a wide range of supports in refuge accommodation.

Environment of the Job

Safe Ireland is the national development and co-ordination body working to eradicate Domestic Violence (DV). We have five distinct functions: investigating the causes and effects of violence and coercion based on sex, gender and sexuality; delivering frontline refuge, support and outreach services; supporting the development, delivery and coordination of frontline Domestic Violence member services; developing best practice guidelines for skilled community-led domestic violence response; and influencing civil society and national strategic policy. Safe Ireland Mayo is a frontline service of Safe Ireland. It is the lead agency in the County addressing the issue of domestic violence and coercive control. The main centre of administration and refuge accommodation is in Castlebar. There are 4 self-contained family units and 1 self-contained unit of accommodation.

Main Duties

- To ensure that the needs of women & children are central to the work of the organisation.
- To adhere to all Safe Ireland practices as outlined in the Safe Spaces Series as well as Safe Ireland's policies and procedures to ensure the delivery of quality, effective and safe services to women & children.
- To observe and enforce a policy of strict confidentiality (with the exception of the limitations) in relation to all aspects of the service.
- To work as part of a team, providing a welcoming safe environment for women and their children who are using the service.
- To maintain a high standard of emotional and practical care and support for women and their children, who are in refuge, includes the preparation and maintenance of refuge accommodation.
- To advocate for women & children when appropriate and by agreement.
- To provide support to women around safety issues, legal matters in relation to domestic abuse, court accompaniment and housing issues, as appropriate.
- To maintain all records and files according to the agreed standard and prepare reports as required.
- To maintain the security and well-being of survivors of domestic violence and coercive control and their children within the premises, and to communicate immediately with the manager any breaches of safety and security, house rules or occupancy
- To liaise with other appropriate agencies in order to provide a comprehensive range of supports to women and children that reflects their individual needs.
- Write accurate reports and maintain and update records, files, database and statistics as required using CRM system
- To adhere to Safe Ireland and Tusla policies on child protection.

- To keep informed of developments in the area of domestic violence including new methods of work, changes in policy, legalisation, additional supports etc.
- To encourage women leaving the refuge accommodation to maintain contact with the service via the outreach team.

The above duties are a guide to the general range of duties and are neither definitive nor restrictive and will be subject to periodic review.

Person Specification

Education

- BA in Social Care / NFQ Level 7 or higher is required for this position.
- A qualification or training in working with domestic violence would be an distinct advantage

Knowledge

- Knowledge of the dynamics and impact of domestic violence and coercive control
- Awareness of gender analysis as a systematic analytical process used to identify and understand the relevance of gender roles and power dynamics in society
- Awareness of interculturally competent approaches to meeting the needs of those who have experienced domestic violence and coercive control
- Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic violence and coercive control
- Knowledge of GDPR requirements for frontline services
- Knowledge of child protection legislation and reporting requirements

Experience

- Significant (or Demonstrable) experience in an organisation (paid or voluntary) providing services to women and children who have experienced domestic violence and coercive control
- Extensive experience of sensitively assessing and responding to the needs and risks of women and children experiencing domestic violence and coercive control
- Experience of working in a residential setting/ refuge/women's advice centre or other relevant agency.
- Experience of information giving and one-to-one support
- Experience of office administration systems

Skills

- The ability to build and develop supportive relationships with women and their children, while maintaining professional boundaries.
- The ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity.
- The ability to work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required.
- A high degree of self-motivation and be able to work in a creative and flexible way
- Presentation/Facilitation skills
- Working knowledge and experience in IT/ Social Media
- An ability to display empathy, patience and a well-developed sense of humour.
- A positive outlook with resilience and persistence in the face of barriers and setbacks.
- Have excellent writing and reporting skills.

Other

- Full clean driver's license with regular access to a car for work

Applications in the form of a CV and Cover letter can be forwarded to recruitment@canavanbyrne.ie (mailto:recruitment@canavanbyrne.ie)

Closing Date: **Fri 20th Dec**

Safe Ireland is an equal opportunities employer.

Region

Castlebar, Co Mayo

Date Entered/Updated

6th Dec, 2024

Expiry Date

20th Dec, 2024

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