

Saoirse Domestic Violence Service: Refuge Assistant Manager (Maternity Cover) (<https://www.activelink.ie/node/114152>)



Refuge Assistant Manager

(Maternity Cover Role - Full time)

At Saoirse Domestic Violence Service we're looking for a Refuge Assistant Manager (Maternity Cover Role) to join our team.

Temporary · Refuge - South West Dublin

About the job

The Refuge Assistant Manager will support with managing our Refuge and services available to clients of Saoirse Domestic Violence Services, whilst also maximising the use of available resources.

Responsible for the line management and motivation of staff as well while ensuring strong interpersonal, leadership and management skills. Whilst ensuring best practice in domestic violence and abuse (DVA) responses across case management, risk assessment, and trauma-informed support for women and children.

Main Duties and Responsibilities

- Provide strong leadership and line management to the refuge team, ensuring a professional, cohesive, and effective service.
- Assist in the management of building maintenance requirements and scheduled works, including H & S adherence.
- To assist in the recruitment, induction, and retention of all employees.
- Support staff to perform at a high standard, ensuring the delivery of best practices in domestic violence and abuse (DVA) responses.
- Facilitate regular team meetings, case management reviews, and debriefs to strengthen staff expertise and confidence.
- To attend and participate in meetings, groups, networks, forums, etc, as requested.
- To observe and enforce a policy of strict confidentiality at all times.
- Drive and encourage employee engagement and support the management team in developing our company culture.
- Deliver training to the staff team as necessary.
- Ensure the team is fully trained and up to date with risk assessment tools, safety planning, and relevant Irish legislation.
- Manage staff rotas, ensuring adequate cover to meet service needs.
- Oversee the operation of the Freephone Helpline service & On-Call service, ensuring a professional, trauma-informed response to callers. Ensure helpline staff and On-call Staff follow best practice protocols, risk assessment, and safeguarding guidelines.
- Monitor and ensure compliance with the E-Safe database, conducting regular file audits and providing staff feedback to maintain adherence to high-quality service standards. Identify training or practice gaps and implement improvements based on audit findings.
- Oversee and enhance case management processes, ensuring a consistent, survivor-centred, and trauma-informed approach.
- Ensure all casework aligns with Children First National Guidance, the Domestic Violence Act 2018, and national safeguarding standards.

- Guide complex cases, including those involving high-risk survivors, coercive control, child protection concerns, immigration challenges, and addiction or mental health issues.
- Ensure compliance with data protection (GDPR) and confidentiality policies in all case recordings. Lead on continuous service improvements, embedding evidence-based practices in domestic violence and abuse (DVA) responses.
- Maintain and develop strong working relationships with Tusla, An Garda Síochána, local authorities, legal services, and specialist support agencies.
- Represent Saoirse at inter-agency meetings and child protection case conferences. Advocate for women and children within external systems, ensuring their rights and needs are prioritised.
- Work with national and local partners to strengthen responses to domestic violence and abuse (DVA).
- Ensure all refuge and helpline work is carried out in line with national policies, safeguarding regulations, and Saoirse's internal procedures.
- Support ongoing service development and quality assurance, identifying areas for improvement.
- Contribute to funding applications, reporting, and service evaluations as required. Stay informed of emerging legislative and policy developments affecting domestic violence and abuse (DVA) services in Ireland.

In addition to the duties and responsibilities listed above, the successful candidate may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. You may also be required, from time to time to work or attend training/meetings at another location.

About you

Experience

- Third level Qualification at degree level in social care, housing or management qualification to the Irish Education Framework.
- Must have minimum of 2-3 years management experience of staff and front-line service provision.
- You must also have prior experience of working in either a domestic violence service/refuge or other social care residential setting.
- You will have proven experience in advocating, networking and establishing relationships with agencies and key professionals, as well as developing services in line with the company aims, principles and vision.
- Demonstrable experience of supervising and supporting staff working with adults, children and young adults
- Experience of managing a support service for people with complex needs
- Experience of crisis management
- Understanding of risk and needs assessment and of the principles of risk management
- Experience in Project Management is desirable
- Have a thorough understanding of the dynamics and impact of domestic violence and abuse, with a knowledge of procedures and practices relating to the Safeguarding of Children and Young People
- Excellent theoretical and practical knowledge and understanding of domestic violence
- Excellent knowledge and understanding of the challenges and issues affecting women and children experiencing domestic violence.
- Risk assessment/Safety and Care planning knowledge is essential

Skills

- Excellent Organisational skills and the ability to manage a varied workload with minimal supervision, and take initiative in problem solving
- Must have good IT skills
- Must possess excellent interpersonal and communication skills
- Non-judgmental attitude.
- The ability to maintain professional boundaries.
- The ability to work as part of a team and on their own initiative where required.
- The successful candidate will be required to be fully flexible and available to workdays, evenings, weekends, and bank holidays as necessary.

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 27 working days annual leave pro rata per annum; this is exclusive of public holidays.

Purchase Annual Leave Scheme: Opportunity to purchase up to 1 additional week's annual leave.

Paid Sick leave: Available once 6-month probation is passed.

Paid Maternity leave: payable after 1 year of service.

Doctor visits: Funding towards 2 Doctor visits per year and free online doctor.

Education Support: Funding towards further education and time off rostered duties where possible.

Employee Assistance Programme: 24-hour support and counselling services available to staff and their families.

Team building days

Apply for the job

If you are interested in this role, **please apply here** (<https://saoirse-domestic-violence-service.homerun.co/refuge-assistant-manager-maternity-cover-role/en>) **by the 17th April 2025.**

This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform that may be required either now or in the future.

Due to the volume of applications, it is not always possible to respond to all applications. Only shortlisted Candidates for interview will be contacted. A panel may be formed of unsuccessful candidates from the interview stage, for future roles. Thank you for your interest in our opportunities.

Saoirse Housing Association CLG is an Equal Opportunities Employer

Region

South West Dublin

Date Entered/Updated

3rd Mar, 2025

Expiry Date

17th Apr, 2025

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