

Saoirse Domestic Violence Services: Support and Recovery Manager (<https://www.activelink.ie/node/114660>)



Support and Recovery Manager - Domestic Violence Refuges and Associated Services

At Saoirse Domestic Violence Service we're looking for a Support and Recovery Manager— Domestic Violence Refuges and Associated Services to join our team.

Full-time · Refuge - South West Dublin

About the job

The Support and Recovery Manager will have overall responsibility for the strategic and operational management of specialised domestic violence refuge and associated services, ensuring the highest standards of support for victims- and survivors of domestic violence and abuse. This Senior Management role requires strong leadership and vision, operational management oversight, and a deep understanding of DSGBV. Accomplished in trauma-informed practice, complex risk assessment skills, safeguarding, housing, legislative obligations and compliance. Will ensure all staff are aligned to SDVS' mission and vision and lead the implementation of consistency across sites. The Manager will work to ensure all Refuge Services inclusive of staff and buildings operate in line with best practices, statutory requirements, and organisational policies to provide high-quality client-centred services at all times

Key Responsibilities:

- **Strategic and Operational Leadership:** Support the execution of SDVS Strategic Plan, with a particular focus on future accommodation developments. Provide leadership, direction, and management of safe refuge services, ensuring a cohesive integrated approach with all SDVS pillars. Develop and implement policies, procedures, and operational plans to ensure Safe refuge services, offering a high-quality, survivor-centred service, grounded in a trauma-informed approach fostering a recovery model of practice. Lead on strategic planning, ensuring sustainability and service development in line with the needs of survivors. Develop and implement risk management strategies, safeguarding policies, and crisis response protocols with a strong emphasis on a recovery model of practice. Ensure all refuge buildings are designed and maintained as trauma-informed environments, incorporating survivor-centered, emotionally and physically safe spaces that minimize triggers and promote recovery.
- **Governance, Compliance & Risk Management:** Oversee and ensure compliance with oversight from the Director of Services the implementation of (AHBRA) Approved Housing Body Status Standards. Implement systems and processes in line with (CRA) Charity Regulator to ensure that SDVS achieves its charitable objectives with integrity and is managed in an effective, efficient, accountable and transparent way. Ensure compliance with GDPR and Health & Safety regulations. Monitor and evaluate refuge operations to ensure compliance with legal and regulatory frameworks, including Children First, the Domestic Violence Act 2018 and ensure our Refuge Locations are Trauma Informed Environments.
- **Staff Leadership, Management & Development:** Take a lead role in building and strengthening the refuge leadership team, ensuring a cohesive, resilient, and high-performing group that drives the delivery of safe and effective services. Cultivate strong, values-driven leadership across the team by providing guidance, mentorship, and strategic direction, fostering a culture of collaboration, accountability, and continuous improvement. In addition to developing the leadership team, directly line manage and support Refuge Assistant Managers and Key Workers, ensuring unified, brave leadership and high-quality service delivery across all locations. Foster a positive, trauma-informed, and supportive workplace culture that prioritizes staff well-being and professional growth. Oversee staff recruitment, line

management, performance management, and professional development to maintain a skilled and motivated workforce. Ensure all staff receive comprehensive training in domestic violence trauma-informed responses, child protection, risk assessment, safeguarding, trauma-informed care, and case management, equipping them with the knowledge and confidence to support service users effectively.

- **Service Delivery & Survivor Support:** Ensure the refuges provide a safe, supportive, and confidential environment for women and children. Oversee risk assessments, safety planning, and case management processes to ensure best-practice interventions. Ensure robust child protection and safeguarding measures are in place, in line with Children First and organisational policies. Ensure all services are culturally inclusive and accessible, providing multi-lingual support where needed and addressing the specific needs of marginalised groups, including survivors with disabilities, migrant women, and LGBTQ+ individuals.
- **Maintain Staff Development and Training:** With support from the SDVS HR department, maintain a strong focus on empowerment, advocacy, and survivor-led decision-making. Oversee core service delivery across refuge services in line with the leaders on each site. Develop and maintain high-quality standards of service delivery for staff in line with best practice models and developments.
- **Partnership & Advocacy:** Build and maintain relationships with Tusla, An Garda Síochána, Local Authorities, Housing Bodies, the Courts Service, and community organisations to improve support for victims-survivors. Represent the organisation in multi-agency forums and policy discussions. Advocate for increased housing, legal protections, and services for victims-survivors of domestic violence and abuse.
- **Financial & Resource Management:** Oversee budgets for Refuge services, ensuring effective financial planning and compliance with funder requirements. Identify and apply for funding opportunities to support service development and sustainability. Ensure compliance with all contractual obligations, financial policies, and CUAN funding agreements. Maintain accurate records, reports, and data collection for monitoring and evaluation.

About you

Essential Qualifications & Experience:

- Level 8 or above in Social Care, Social Work, Community Development, or a related field.
- Minimum 5 years experience in a crisis management role within the domestic violence, residential social care, homeless or community sector.
- 5 years of direct experience managing people, services and teams.
- Strong leadership and team management experience, including managing multidisciplinary teams across various locations.
- Proven track record in operational management, financial oversight, and service development.
- Expert knowledge of DSGBV, coercive control, trauma-informed practice and crisis-recovery service delivery, safeguarding, and risk management.
- Experience managing multiple service sites and maintaining quality service provision.
- Experience working with An Garda Síochána, Child and Family Agency, Justice, Local Authorities, and multi-agency partnerships.
- Strong understanding of Approved Housing Body requirements (AHBRA). Charities Governance Code/Regulator-relevant Legal frameworks.

Desirable Skills & Attributes:

- Knowledge of funding streams and dealing with funders, experience in grant writing or fundraising.
- Strong crisis management skills- problem-solving and decision-making.
- Excellent communication, report writing, and advocacy skills.
- Deep commitment to feminist, survivor-centred, recovery and strengths-based practice and trauma-informed approaches.

Other Requirements:

- Full clean driving licence and willingness to travel between refuge sites.
- Available to form part of the On Call Out of Hours panel.
- The ability to work flexible hours, evenings or weekends is an essential requirement.
- Commitment to a Human Rights based approach to the work.

Apply for the job

If you are interested in this role, **please apply here** (<https://saoirse-domestic-violence-service.homerun.co/support-and-recovery-manager-domestic-violence-refuges-and-associated-services/en/apply?&step=1>) **with your CV and Cover letter.**

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

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25th Mar, 2025

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25th May, 2025

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