

Wexford Women's Refuge: Team Leader **(<https://www.activelink.ie/node/114939>)**



Team Leader

Reporting to: Director of Services, Wexford Women's Refuge

Location: Wexford. The role is office based at the Wexford Women's Refuge in Wexford town.

Context

Wexford Women's Refuge (WWR) is entering an exciting and unprecedented phase in its history. The Refuge moved during October 2024 into a new state of the art purpose-built refuge containing twelve self – contained apartments with the necessary people to enhance our services for women and children experiencing or at risk of experiencing domestic violence and abuse.

In order to achieve our vision and prepare well for the future, our Voluntary Board of Management (VBOM) and our staff have worked together to develop our Strategic Plan 2024-2028 to take us from where we are now to where we want to be in four years' time.

Role details

We are looking for a Team Leader to join the management team at Wexford Women's Refuge. Reporting to the Director of Services, the post holder will play a key role in supervising, mentoring and supporting our team. As a team leader, the post-holder will, by example, set high standards of practice, leading and supporting the team in the service. As a crisis and advice support service it is an engaging and at times challenging environment. The role of the team leader is to manage both staff and the services provided by WWR and through working with external agencies to ensure women's and children's needs are met effectively and appropriately in a timely fashion.

As part of the management team the Team Leader will also support the Director of Services in embedding a new organisational structure, onboarding additional resources, evolving systems, and structures to ensure that Wexford Women's Refuge functions are supported to deliver on strategic objectives.

Key Responsibilities

1. To always represent the work and ethos of WWR in a professional and ethical manner in line with the organisation's strategic goals, vision, mission and values.
2. To provide women experiencing violence and abuse with a safe, confidential and respectful space to disclose their problems and options regarding their safety, legal, housing, financial and maintenance issues.
3. To liaise with the team to provide the Helpline an Outreach Service and Court Accompaniment service which includes preparation for court.
4. Provide leadership to all staff within their area of responsibility.
5. Ensure a consistently high standard of care for the clients and that the rights of the clients are protected and promoted.
6. Ensure staff-handovers are conducted to the highest standards, are effective, and in-line with WWR's policies and procedures.
7. Facilitate and organise regular team meetings with all support staff to ensure effective communication sharing, discussion and review of practice.
8. Provide the Director of Services with the data and information required for meetings, and to attend meetings and

present reports as needed.

9. Direct, develop, support and supervise staff in their daily duties.
10. Set objectives and manage the performance of staff.
11. Report any Health and Safety concerns or issues to the Director of Services.
12. As a Team Leader you will be a member of the On Call Team.
13. As a Team Leader Health and Safety will be a primary duty.
14. The Team Leader will liaise with maintenance and contractors about the upkeep and general running of the building.
15. Ensure that the Children's First Guidelines and WWR's Child Protection and Welfare Policy are adhered to and understood by all staff.
16. That the Service is friendly, safe and child centred and function as a Designated Liaison Person for your team in this regard.
17. To ensure that adequate external supervision is provided to support staff.
18. Ensure confidentiality is always kept, following best practice, regarding both staff supervision files and client files.
19. Monitor and manage staff rosters to ensure there is a suitable mix of qualified & experienced staff on shift.
20. To provide information and education to Community and Statutory agencies.
21. To adhere to organisational mission, policy and ethos
22. Carry out any other duties directed by the Director of Services to effectively lead the staff team.

Essential attributes, Knowledge, Skills & Experience Required

Must have minimum of a BA in applied Social Studies or equivalent and must be working as a qualified practitioner for more than five years.

1. Demonstrate experience of people management (2 plus years).
2. The Candidates should hold a full, clean driving license.
3. Experience of working with survivors of domestic abuse. Ability to manage, support and motivate staff, and delegate responsibility appropriately.
4. Be aware and have knowledge of current legislation and key policy documents relevant to domestic abuse and have a deep understanding of the dynamics and impact of domestic violence and abuse.
5. Thorough knowledge of procedures and practices relating to the Safeguarding of children and Young People and safeguarding Vulnerable Adults.
6. Understanding of ability to work in a non-judgemental manner and a commitment to gender equality and human rights of women, children, and young people.
7. Experience of working in a support service for people with complex needs and /or experience of working in other similar services.
8. Experience of crisis management.
9. Ability to assess the needs and risks to women experiencing domestic abuse in crisis situations and act appropriately and professionally, using problem solving processes.
10. Demonstrate experience of interagency working and joint service provision, working with relevant agencies to advocate on behalf of women and children in refuge.
11. Excellent verbal and written communication skills including recording of data and report writing for funders, development of work plans plus ability to communicate effectively with staff in relation to the work of the organisation.
12. Excellent organisation skills and the ability to manage a varied workload with structured supervision.
13. Excellent computer skills and experience of using central management systems (CMS) for data collection.
14. Willingness to take part in appropriate training and continuous professional development.
15. This job description is intended as a summary of the primary responsibilities of and qualifications for the position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform.

Other Information

- Salary: € 52,441.00 (initial salary)
- The post will be Full Time, 9.00 a.m. to 5.00 p.m.
- A 6-month probationary period will apply.
- All offers of employment are subject to Garda Vetting clearance and references.

How To Apply

Submit a Cover Letter setting out how you meet the requirements along with your CV by email to:
hr@wexfordwomensrefuge.ie (mailto:hr@wexfordwomensrefuge.ie) by 5pm on Friday 25th April 2025

Interviews will take place on Monday 12th of May 2025

Wexford Women's Refuge is an Equal Opportunities Employer.

Short listing will apply, and a panel may be created following interviews.

Region

Wexford Town

Date Entered/Updated

7th Apr, 2025

Expiry Date

25th Apr, 2025

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