



Position: Refuge Support Worker
Weekly Hours 40 hours per week
Location: Roles available in multiple locations in Dublin

Sonas Domestic Violence Charity are the largest provider of frontline domestic abuse support services to women and children experiencing domestic violence in Ireland and have been providing this service for 30 years. The Service supports over 1,250 women and children each year and currently operate across the greater Dublin Region. The services Sonas provides include a Women's Refuge, Safe Homes, Supported Housing and Community Outreach to women and children who are forced to leave their homes as result of domestic abuse throughout the greater Dublin area.

We are inviting creative, enthusiastic and motivated applicants to fill the above position and join our team in providing and maintaining the highest standards of service to women and children experiencing domestic violence.

Applicants should hold a **QQI Level 7 in Social Care** degree and have a minimum 3 years' experience of working directly with women in a social care setting to include 2 year's post qualification experience. They must have the ability to assess the support needs of women and families, have the ability to develop individual support plans and have a clear understanding and analysis of social justice, domestic abuse and other gender-based forms of violence against women and the impacts it has on women and children's lives. They should have a clear understanding of child protection, welfare and safety issues, together with strong IT skills and experience of using databases. Experience of case management and interagency collaboration with local and voluntary agencies would be an advantage together with experience of working with the Salesforce Database.

In addition, the successful candidate will have excellent organisational, interpersonal and communication skills together with the ability to work on their own initiative, multi-task and prioritise their workload. They should also be an effective team member.

Salary will be dependent on qualifications and experience and will be discussed at interview. Applicants will be entitled to 26 days annual leave.

To apply for this position please forward a detailed CV together with a covering letter outlining your suitability for the position to recruitment@sonasdomesticabuse.ie by the **30 April 2025**.

SONAS IS AN EQUAL OPPORTUNITIES EMPLOYER.



Sonas Domestic Violence Charity Refuge Support Worker Job Description

JOB TITLE: Refuge Support Worker
REPORTS TO: Refuge Service Manager

FUNCTION

The Support Worker is responsible for providing direct support services to clients within Sonas. Ensuring best practice in the delivery of support services and ensuring the needs of the clients and their children are central to the service provided.

KEY AREAS OF RESPONSIBILITY

1. Maintaining the highest standards of professionalism in supporting and providing services to clients. Ensuring that an environment is created which is conducive to the well-being of the clients.
2. Ensuring that the needs of clients are central to the work of Sonas.
3. Undertaking and implementing needs assessments, risk assessments and develop safety and support plans to address client needs through the use of relevant Sonas tools.
4. Ensuring progression of the clients' support plan through an effective case management approach.
5. Keeping the Service Manager abreast of changes to client needs or any significant issues relating to them.
6. Where working on Sonas sites, ensuring that a high standard of cleanliness, housekeeping and hygiene is maintained.
7. Working in compliance with Sonas quality standards, policies and procedures and ensuring the delivery of a quality, effective and safe service to clients.
8. Making referrals or supporting clients in making self-referrals as may be necessary.
9. Being an advocate for clients when appropriate and by agreement.
10. Providing support and information to clients around safety issues, legal matters in relation to domestic abuse, court accompaniment and housing issues, as appropriate.
11. Liaising and developing links with appropriate agencies for the purpose of referral, information and support, e.g. Gardaí, Legal Professionals etc.
12. Ensuring effective teamwork with the service areas to ensure that women and children are provided with an integrated domestic violence service.
13. Ensuring that accurate and legible records and case files are maintained and filed in accordance with the agreed standards. Preparation and delivery of reports and statistics as required.
14. Ensuring adherence to Sonas and Tusla policies relating to child protection.



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15. Keeping professionally up to date and being informed of developments in the area of domestic violence including new methods of work, changes in policy, legalisation, additional supports etc.
16. Attending education and training programmes as may be required.
17. Liaising effectively with other statutory and voluntary bodies.
18. Contributing to the co-ordination and development of strategies to combat domestic violence at a local level in order to effect political, social and cultural change.
19. Participating in internal team meetings and on committees as may be requested. Participating in supervision support.
20. Maintain the highest standards of confidentiality in respect of issues pertaining clients.
21. Maintain a high standard of work performance, professionalism, attendance, appearance and punctuality at all times.
22. Ensure good working relationships are maintained with colleagues at all times.
23. Participate in performance management systems.
24. Any other duties as may be assigned by the Service Manager.

The above job description is not intended to be a comprehensive list of duties and responsibilities and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post when in office. This job description may change in line with the changing needs and objectives of Sonas Domestic Violence Charity.