

**Refuge & Helpline Worker**

**(Weekends & Public Holidays)**

**Location:** Kildare Town

**Weekly Hours:** 24 hours and 15 mins per week (extra hours to be completed on Public Holidays)

**Reporting to:** Refuge Coordinator

**Contract Type:** Part-Time, 12-month fixed term contract

**This is a weekend position which also covers some public holidays. You will be working in our women and children's domestic abuse refuge.**

The primary purpose of this role is to ensure that women and children who are staying in our refuge remain safe at weekends and on public holidays while the core case workers and Coordinators are off duty. You will provide helpline support to callers and also complete intakes and exits into our refuge service. You will be required to lone work, but you will have access to an on-call Manager at at all times

**Rate of Pay:**

**Saturday Shift –** €15.00 per hour. This covers the hours of 9am on Saturday morning until 09:15am on Sunday morning.

#### Sunday & Public Holiday Shift €17.00 per hour. This covers the hours from 9am on the Sunday/Public/Bank Holiday morning until 09:15am on the next weekday morning.

#### The hourly rates of pay covers both waking and sleeping hours.

**Shift Pattern**

**2 week rolling rota**

a) Saturday 9am-09:15 am

b) Sunday 9am-09:15 am

You will work 1 x 24 hour & 15 min shift per week. You will start your shift at 09:00 am and finish at 09:15am the following day (sleeping from 11pm-7am).

You will work as part of a two-week rolling rota, meaning that one week you will work the Saturday shift and the following week you will work the Sunday shift. You will also be required to work at least 5 public holiday shifts per year. This will be in addition to your core weekend shift. Rotas are completed for the year ahead so you will be clear on your working pattern to ensure you can have a good work/life balance.

**This role provides a great opportunity for the right candidate to complete part time hours in just one shift per week, allowing for a great work/life balance.**

**Role Responsibilities**

● Work as part of a team to provide a safe, friendly, happy, and caring environment to women and children and staff, volunteers and visitors.

● To welcome and provide emergency accommodation for women and children subjected to domestic abuse and ensure they are familiarised with facilities, house rules, practices and services available.

● To operate the 24-hour helpline and provide information, advocacy and support to women who contact the Helpline including referring callers to internally/externally programs when appropriate

● Complete thorough assessments of women/families seeking refuge

● To always observe and enforce a policy of strict confidentiality in relation to all aspects of the service.

● To ensure all records are maintained accurately and completed by the end of each shift.

● Carry out any out of hours admissions, following the admissions/intake policy.

● To support the DV Case Workers and CSW implementation of service users Support Plans (Case Workers &amp; Children’s Support Worker have primary responsibility for the service users Support Plans).

● To facilitate regular residents’ meetings and encourage client participation.

● To plan and deliver activities for residents.

**Health & Safety**

● To maintain a high quality, safe and healthy living environment through adherence to safety and security protocols and ensuring the environment is maintained to a high standard at all times

● To promote a safe and relaxed environment for women and children during their stay in the Refuge by ensuring all safety and security protocols are observed.

● Conduct weekly Health & Safety checks of the apartments in refuge

● To observe all Health and Safety policies of the refuge and ensure that the security of the building is maintained at all times day and night

● Assist and/or carry out Fire checks/fire drills as per Fire policy and procedure of residents &amp; building.

● Ensure that common areas both internal and external are kept clean and tidy, promoting a high quality and clean environment for all and to encourage women to play their part effectively.

● To prepare rooms for re-allocation after a family/individual vacates their room.

● Ensure that apartments are ready for admission of women/families and that basic needs including food and toiletries are in their apartment.

● Maintenance – address minor maintenance issues as they arise or report larger maintenance issues to the refuge coordinator.

**General:**

● To work effectively as part of a team and be open to reasonable requests from the Refuge Coordinator.

● Have a positive attitude with service users, colleagues, management and other professionals.

● To liaise with colleagues from all sections of the team to ensure a Trauma Informed approach and empowerment model is used with all service users.

● Support colleagues in all duties including Helpline, refuge referrals, premises management, and daily operational duties

● Use the organisation’s databases and systems effectively and as directed by the Refuge Coordinator and the System Quality Coordinator.

● To attend and participate fully in all team meetings, training and supervision provided by the organisation.

● To work in line with Teach Tearmainn policies and procedures.

● To work according to Children First guidelines and Teach Tearmainn’s Child Protection and Welfare policy and follow reporting policy & procedures

● To represent the work and ethos of Teach Tearmainn Refuge in a professional and respectful manner at all times.

**Skills, Knowledge and Experience**

**Essential**

● Essential Requirements Minimum Level 5 Qualification awarded by the National Qualifications Framework (NQF) QQI in a Social Care area or relevant or

● Minimal 2nd year student working towards a level 6 Qualification awarded by the National Qualifications Framework (NQF) QQI in a Social Care area or relevant.

● Ideally a minimum of 1 year’s relevant work experience working in a social care setting with women/ families.

● Full clean drivers licence and access to your own vehicle

● Fluent English

● Passionate about the elimination of domestic violence

**Desirable Criteria** ● Desirable work experience and employment in Domestic violence abuse refuge. ● Knowledge and understanding of domestic violence and issues affecting women and children experiencing domestic violence. ● Understanding and working knowledge of Children’s First Legislation

*All offers of employment with Teach Tearmainn are subject to Garda Vetting.*

Only shortlisted candidates will be contacted.