

July 2025

Women's Aid Recruitment Pack

**24hr National
Freephone Helpline
Support Worker**

Women's  Aid

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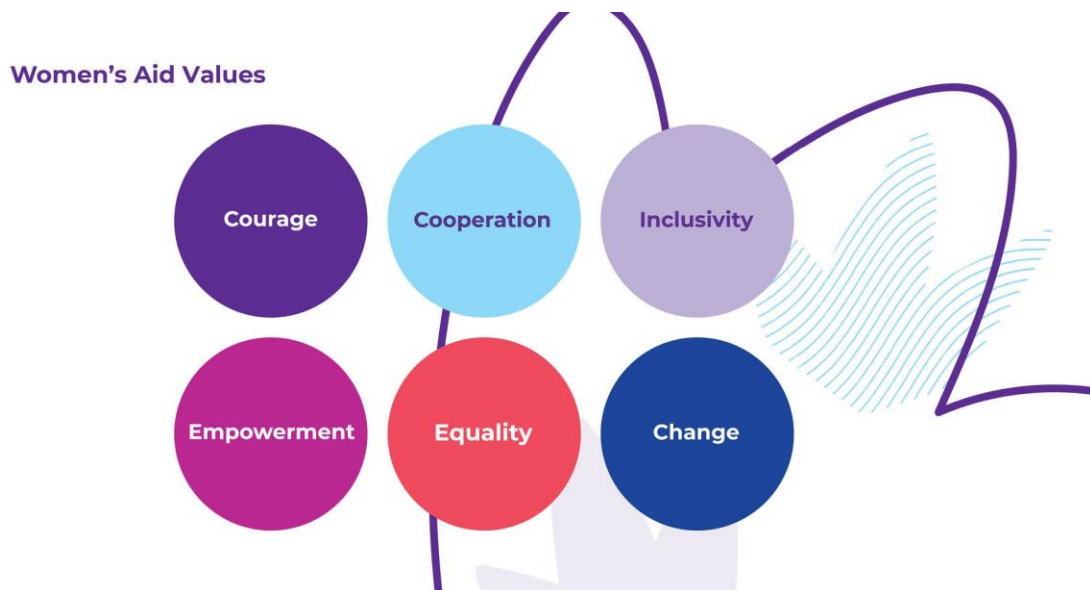
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Introduction

We are looking to recruit a full time Support Worker to provide support and information to women experiencing abuse in intimate relationships on the Women's Aid National Freephone Helpline, online Instant Messaging Support Service (IMSS), Text and Email support, and to assist in ensuring maintenance and fulfilment of the responsibilities of the Helpline Service Department.

About Women's Aid

Women's Aid is a national, feminist organisation working to prevent and address the impact of domestic violence and abuse. We do this by advocating, influencing, training, and campaigning for effective responses to reduce the scale and impacts of domestic abuse on women and children and providing high quality, specialised, integrated, support services.



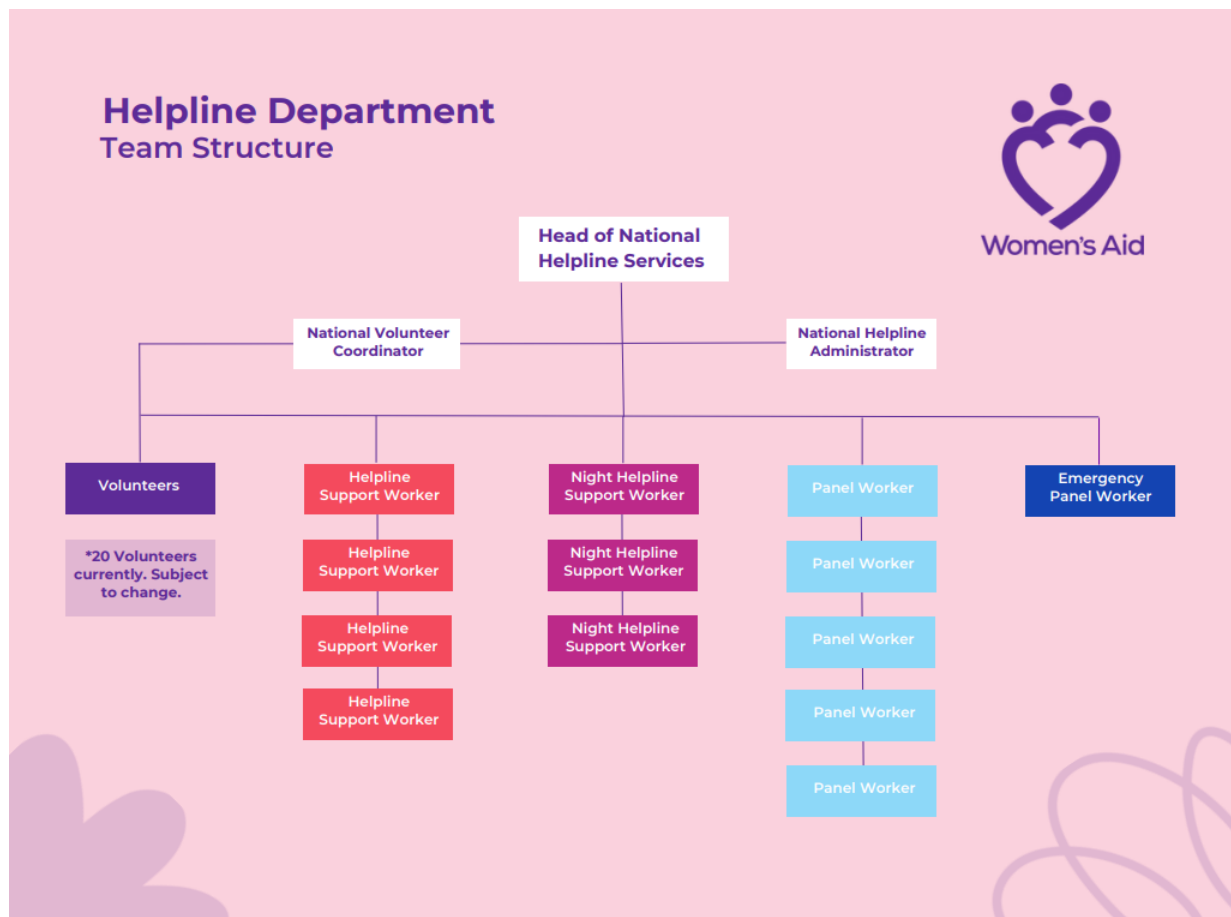
To achieve our purpose and vision of zero tolerance of domestic abuse and all forms of violence against women Women's Aid:

- Acts with **courage** to boldly challenge patriarchal systems, structures, and attitudes in all aspect of our work.

- Works in **co-operation** to share knowledge, skills, and expertise to achieve shared goals and improve responses to domestic violence and abuse.
- Strives to embed **inclusivity**, diversity, and accessibility across all our work.
- Seeks the **empowerment** of women to exercise agency on their own behalf as a right, whatever their circumstances.
- Believes that achieving **equality** in status, rights and opportunities for all women is essential to address the causes and consequences of domestic violence and abuse.
- Works to achieve positive **change** for everyone through a combination of individual, community-based and social action.

Our vision is an equal Ireland with zero tolerance of all forms of violence against women, including domestic abuse. For more information read our [current Strategic Plan](#).

Women's Aid National Helpline Team Structure



Benefits of Working with Women's Aid

- **Annual Leave:** Annual leave entitlement is 25 days per annum pro rata.
- **Privilege Days:** Good Friday and Christmas Eve.
- **Pension:** Women's Aid operates a contributory pension scheme which all employees may join after 6 months in the organisation.
- **Maternity Leave:** Women's Aid will pay full salary (less Social Welfare benefits) for the period of the 26 weeks paid leave (subject to 1+ year service), but for employees who do not have 1 years' service, the

organisation will consider paying up to 50% of an employee's salary for up to 26 weeks, less social welfare benefits if they are entitled to this.

- **Parent's Leave:** 9 weeks' leave topped up to full salary during the first 2 years of a child's life, or in the case of adoption, within 2 years of the placement of the child with the family for eligible employees.
- **Employee Assistance Programme:** Women's Aid provides an extensive employee assistance programme operated by Peninsula.
- **Death in Service Benefit:** Available for all employees to the value of 2 years' salary.
- **Trade Union Membership:** The staff of Women's Aid has an option of joining the recognised representative Trade Union ForSa.
- **Training Allowance:** Annual allowance for staff members to undertake training to enhance skills and expertise (subject to budget availability).
- **Travel Supports:** Bike-to-work schemes and tax saver commuter tickets.
- We also offer a range of other supports, including paid leave for employees experiencing **menopause, problematic periods** or subject to **domestic abuse**.
- **Equality and Diversity:** Women's Aid is committed to the promotion of equal opportunities and cultural diversity.
- **Lived experience:** While lived experience as a survivor of domestic abuse is not a requirement for any role in Women's Aid, we welcome applications from suitably qualified individuals with lived experience.

About the Role

Reference: NFHSW8.2025 (please cite in all communications with Women's Aid).

Reports to: Head of National Helpline Services

Contract: Permanent contract

Location: Primarily **based at Women's Aid head office in Dublin.**

Women's Aid operates a Hybrid Working Policy and a % of hybrid

working will be considered upon successful Induction and 6 month Probationary review.

Hours: Helpline Support Worker Full-time - 35 hours per week (based on set roster, 5 over 7 days per week including some evenings and weekends), excluding lunch breaks. Flexibility may be required.

Salary: The starting rate for this role is circa €34,233 - €41,234.

This role sits on the Women's Aid Helpline Support Worker Pay Band - €34,233 - €51,373 (Rate commensurate with experience and in line with company remuneration policy).

Purpose of the Post:

To provide support and information to women experiencing abuse in intimate relationships on the Women's Aid National Freephone Helpline, online Instant Messaging Support Service (IMSS), Text and Email support, and to assist in ensuring maintenance and fulfilment of the responsibilities of the Helpline Service Department as a member of the Helpline Team.

Main Duties:

- To respond efficiently and effectively to the service user's needs of the National Freephone Helpline, IMSS, text and email contacts.
- To support and empower women experiencing abuse in intimate relationships by providing assistance and information on all their options including legal, financial, housing and making appropriate referrals where necessary.
- To maintain accurate and relevant records through all medium of contacts; input data while on shift, and record trends and communicate same to Head of National Helpline Services, where necessary.

- To provide on-going peer guidance and support to Helpline volunteers and other staff on issues relating to Helpline/IMSS/Email contacts, as required.
- To input and maintain up to date and correct Helpline/IMSS/Text/Email statistics.
- To support with a structured induction to new Helpline volunteers & staff following their formal training, as required.
- To assist in up-skilling of other staff or volunteers on correct and efficient use of the Helpline data collection system, as required.
- To keep up to date with information of relevance to the Helpline Support Worker position (e.g. legal or policy updates/changes, and relevant changes to services which the Helpline make referrals to) and communication of same to the Head of National Helpline Services, as necessary.
- To pro-actively remain informed and up to date on the overall work of Women's Aid (face to face services; campaigns; policy work).
- To assist in the smooth operations of the National Freephone Helpline department services.
- To work effectively and collaboratively as part of a team.
- To work a pre-arranged rota system of hours.
- To work collaboratively with the Head of National Helpline Services in the maintenance of the National Freephone Helpline 24-hour services.
- To attend one to one supervision sessions with the Head of National Helpline service, team meetings and reflective practice meetings.

Occasional Duties

- To liaise with external agencies on behalf of our service users, where necessary.
- To work flexible hours at certain times of the year based on service demands (e.g. Christmas/other holidays/operational pressure points) or at the request of the Head of National Helpline Services.
- To attend one to one supervision with the Head of National Helpline Services, as required.
- To attend team, organisational and other meetings, as required.
- To engage occasionally with colleagues in other Departments (e.g. Strategic Communications, Training, CEO) in identifying and sharing themes and issues which arise on the Helpline in support of the organisations overall Social Change work.
- To contribute positively to the delivery of the Women's Aid Strategic Plan, and to embody the Values of the organisation.
- To attend internal training, as requested.

Knowledge, Skills and Experience Required

Essential

- 3rd level qualification, (Level 7, Social Care/Psychology).
- Experience of working directly with women subjected to abuse in intimate relationships for 1 year or more, including support via a Helpline.
- Proficient use of IT required i.e. MS Office suite, MS Teams, SharePoint, Database entry skills and excellent technical knowledge and ability.
- Good knowledge of the Irish law, and legal systems and processes related to domestic abuse (Family law and relevant criminal law) which women may be/may consider engaging in.

- Have a clear understanding of a gendered analysis of Violence Against Women.
- Knowledge, acceptance and implementation of the organisations purpose, mission and values.
- The Helpline Support worker position requires access to an appropriate confidential workstation at home with access to a high-quality internet service (a company work laptop will be provided), on agreement with the Hybrid Working Policy.

Highly Desirable

- Completion of Women's Aid Helpline training.
- Two years' experience of working on a Helpline.
- Multi-channel use in supporting service users over Helpline Voice, Instant Message Support, Text Message and Email.
- Good knowledge of Irish social welfare, housing and other relevant systems.
- Knowledge of intersectional barriers and options available for women from a range of backgrounds including (but not restricted to) migrant, disabled, Traveller and Roma women.

Competencies

- Constructively solves team related problems in collaboration with the rest of the Head of National Helpline Services and Helpline team, where appropriate.
- Within defined limits uses own discretion to evaluate whether consultation with colleagues and/or Head of National Helpline Services, as necessary.
- Embraces change as an opportunity, not a problem.

- Makes prompt, timely decisions of a non-routine nature after considering all relevant factors and possible outcomes.
- Expresses ideas and objectives of work effectively, both written and verbal communication.
- Excellent verbal communication both internally and externally, where required.
- Explain and support the organisation's key policy positions externally to individuals, organised groups and other agencies when appropriate.
- Provides important information, quickly, clearly and accurately to Head of National Helpline Services and Helpline team.
- Actively listens to ensure understanding.
- Acknowledges and addresses issues in an honest, open and non-judgemental manner.
- Shares successes with team members.
- Responds constructively to suggestions, debriefs and supervision.
- Follows through on tasks assigned.
- Maintains the highest standards of professional behaviour and performance and works to ensure due care and discretion is exercised particularly during regular contact with service users and other external parties.
- Maintains appropriate professional boundaries with service users and colleagues.

Additional information

- **Right to work in Ireland:** All applicants must have the right to work in paid employment in Ireland. Verification of this right will be required by Women's Aid.

- **Personal Identification:** It is employer policy to seek personal identification of all employees in the form of a recognised form of photo identification (e.g. passport, drivers' licence or public services card).

How to Apply

Submit your interest by completing the application form.

Application Form: Application forms, clearly referenced **NFHSW8.2025** in the subject line, should be sent by email only to **isabelle.griffin@womensaid.ie**

Please note that only application forms are accepted. CVs will not be considered.

Closing date: 5 p.m. on Thursday 24th July 2025.

Interview schedule: It is anticipated that the first round of interviews will take place Thursday the 7th of August 2025 via Zoom.

Only successful shortlisted candidates will be invited for interview.

Data Protection: *All applications are confidentially processed and retained in accordance with the Women's Aid data protection policy. Applications of unsuccessful candidates will be deleted after 15 months.*