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**JOB DESCRIPTION – RELIEF SUPPORT WORKER**

**ADAPT Kerry Women’s Refuge and Support Service supports women and children affected by domestic abuse by providing 24-hour emergency refuge accommodation and a range of other support services to improve outcomes for women and children.**

**ADAPT Kerry Women’s Refuge and Support Service is an equal opportunities employer and is inviting applications for:**

**Relief Support Worker (As and When Required Contract)**

We require relief staff for:

**Both Day and Night Duty - Weekdays and Weekends**

***The successful candidate will have*:**

**Essential:**

* Experience of working directly with women and/or children in a care or support setting.
* Be available to cover Annual Leave, Sick Leave and at short notice cover.
* Good decision-making and communication skills.
* Knowledge and understanding of the domestic violence and violence against women and children
* Third level qualification in Social Care or other relevant field.
* Knowledge of Trauma Informed Care Principles and Framework

**Desirable:**

* Experience of lone working with on call support

The hours are as when required and may include working day or night shifts (**Day shift** 8.30am-6.30pm, **Waking Night** **shift (**6pm-9am). Flexibility is required as these shifts may change depending on the needs of the service.

**Detailed Cover letter and Curriculum Vitae to:**

Catherine Casey via email: general**manager@kerry refuge.com**

Further information available on request.

***Closing date*** 1st September, 2025

***Short listing will apply.***

**Job Description:**

**The Context**

ADAPT Kerry aims to provide a safe space for women and her children, and through that provision women are given space to reflect and heal.  This can often lead to a positive space for action, where women find the strength to put protective strategies in place.  This can include accessing legal protections and accessing services including counselling and supports.  We have 6 self-contained apartments in the Refuge in Tralee providing temporary, emergency, crisis accommodation for women and their children who seek safety due to domestic violence. We also operate an outreach service to women across Kerry. Adapt Kerry also provide 24 hour telephone support.

**Job Purpose**

The post holder, whilst working as part of a wider team will have a specific focus on working with individual families from admission to re-establishment in the community. They also are responsible for providing telephone/front door support and subsequent face to face supports to new and existing clients while on duty in the refuge.

**Key responsibilities**

The post holder will be supervised and managed by the Refuge Co-Ordinator and General Manager and work alongside colleagues and on their own (Lone Working). The post holder will form effective working relationships with the community, voluntary and statutory sector. In addition the post holder will work within the wider organisational structure, which include the Board of Directors, volunteers, housekeeping, maintenance and fundraisers.

**Key duties**

**1. To assess and respond to individual needs of women and children who present for support in the refuge or ring the refuge for support.**

***Activities may include:***

* Ensuring equality of access to all groups, through practice that reflects a commitment to anti- discriminatory practice.
* Assessing and creatively responding to the needs of women and children throughout their contact with the refuge.
* Working in partner with women to facilitate their decision to seek greater safety
* Providing ongoing individual support and advocacy for women whilst respecting the decisions that they make.
* Providing a safe and nurturing environment for women and children
* Assisting in aftercare support to clients
* Liaising with and working alongside other agencies in presenting reports and implementing care plans.
* Keeping accurate and confidential records and always maintaining confidentiality in accordance with the standards of professional practise, agency policy and relevant legislation.
* Providing information and support by taking calls.
* Keeping the safety needs of children paramount by maintaining a child safe environment
* Being vigilant for signs of abuse and responding accordingly following agency policy and procedures and national child protection/welfare legislation.

**2. Work effectively as part of the refuge team and the wider organisational structure in providing refuge and support for women and children within a residential environment.**

***Activities may include:***

* Work as part of a team and maintaining a team approach in achieving the aims and objectives of the agency.
* Work as part of a team in developing and adhering to internal policies and procedures
* Working alongside colleagues in facilitating the involvement of children and women in their development in the refuge.
* Working as part of a team in the ongoing development of good practise standards through taking part in reviews and evaluations
* Making use of supervision that is available in the refuge
* Contributing to team meetings, attending training courses and other events within the organisation and externally as requested.
* Working as part of a team in promoting the work of the refuge in a positive and professional manner.
* Working as part of a team ensuring that the refuge is adequately maintained and resourced.
* Working as part of a team ensuring that health and safety standards and regulations are adhered to.
* Carrying out other tasks as requested by Management.

**3.** **Achieving effective working relationships with relevant statutory, voluntary and community groups in the planning and provision of services to victims of domestic violence**

***Activities may include***

* Developing and maintaining good working relationships with other relevant agencies
* Networking and consulting with all key agencies and groups in the context of your role.

As this work requires flexibility, the job description will be reviewed and amended as appropriate from time to time as required.

**4. Infection, Prevention and Control – Housekeeping**

This role also includes a responsibility on the worker to adhere to any precautions and safe work practices that aim to prevent infection. This can include mask wearing, sanitizing, cleaning and disinfecting

On occasion this role will require the worker to exit clean an apartment and do cleaning and housekeeping.