



Saoirse Recruitment Pack

Housekeeper

February 2026



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About Saoirse Domestic Violence Services



Welcome & Introduction

Thank you for your interest in joining Saoirse Domestic Violence Services. This recruitment pack provides key information about our organisation, the Housekeeper position, and the qualities we are looking for.

At Saoirse, we are committed to providing safety, dignity, and hope to women and children experiencing domestic abuse. Our people are central to enabling this mission.

About Saoirse Domestic Violence Services

Saoirse Domestic Violence Services provides refuge accommodation, outreach support, court accompaniment, 24/7 helpline services, and educational programmes across multiple locations. Our organisation is founded on principles of safety, empowerment, trauma-informed practice, and respect.

Every year, hundreds of women and children access our services seeking safety and support during crisis moments. We are committed not only to service provision but also to advocating for systemic change to end domestic violence in Ireland.



Our Mission, Vision & Values

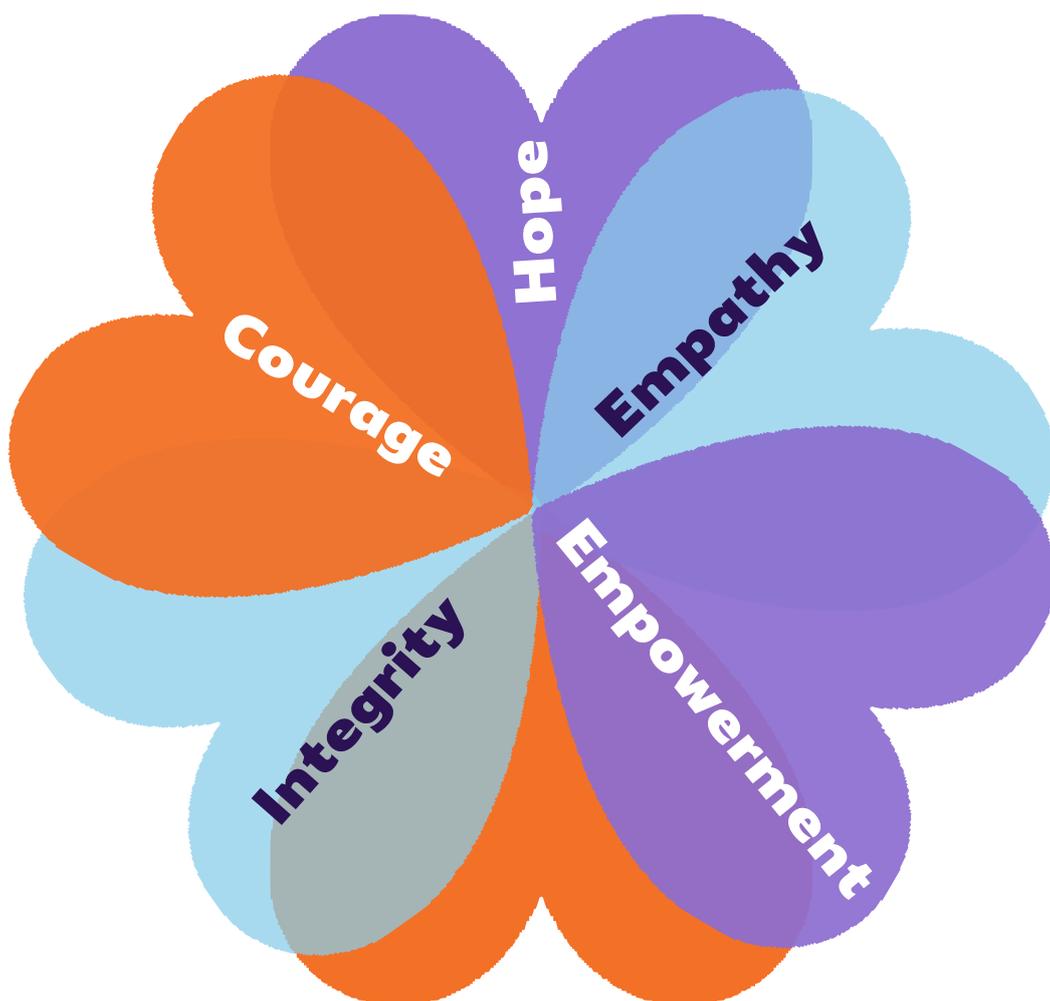
Our Vision

Our vision is a society where DVA is never tolerated or silenced, empowering women and children to live in safety, free from fear.

Our Values

Our values and principles underpin how we deliver against Vision - they are central to everything we do. They influence our every action and interaction at SDVS, when working with women and children and when advocating on their behalf.

Our teams live and work through these values on a day to day basis, and they are reflected across our philosophy and approach, our business planning and daily practices.



Our Mission, Vision & Values

Our Objectives

We believe that:

- Nobody deserves to be abused.
- No person should ever have to experience the torture of being abused by a loved one.
- No one should be alone in carrying the burden of blame, shame and judgment perpetrated upon them.
- Early educational interventions with young people entering intimate relationships are key to combating domestic violence in future generations and breaking the cycle of violence.

We acknowledge that:

- Domestic violence is a serious and life-destroying crime for which the client is never responsible.
- It is a cycle of abuse that only escalates with time.
- Occurs in all walks of life – all classes, creeds, ages and races.
- Is an unequal balance of power and control that an individual holds over another in any intimate or close family relationship – husband and wife, same sex partners or adult children and an elder parent.
- Takes many forms, including physical, sexual, emotional, psychological, financial abuse and coercive control.

We commit to:

- Empowering our clients and facilitating them in having a voice.
- Listening, hearing, believing and respecting those who contact us for help, whether they plan to leave an abusive relationship or seek support in staying safe in the relationship.
- Working in a non-judgmental environment supporting clients – only they know the reality of their abuse.
- Maintaining a confidential service for all our clients and ensuring that we always work according to Children First.

Benefits of Working at SDVS

- **Pension:** The company contributes 7% of an employee's annual salary into the employee's Pension following completion of the probation period.
- **Annual leave:** As an employee of SDVS, you will receive 25 days annual leave pro rata.
- **Company Day:** At SDVS, Good Friday is offered as an additional day off pro rata.
- **Annual Leave Purchase Scheme:** SDVS have an Annual Leave Purchase Scheme in place where employees can apply to purchase an additional week's annual leave each year.
- **Wedding Leave:** We offer employees with 1 years' service who are getting married, an additional 1 day paid leave for their wedding.
- **Paid Sick leave:** We operate a paid scheme leave scheme upon successful completion of probation period.
- **Paid Maternity leave:** SDVS top up an employee's salary to 100% for the period of Statutory Maternity Leave. Employees are eligible after completion of 1 year of service, on the date they go on maternity leave.
- **Doctor visits:** Employee well-being is important to us at SDVS. We offer our part-time employees €35 contribution towards 1 GP visit per year.
- **Digital Doctor:** Free access to a digital doctor for employees and their families.
- **Education Support:** At SVDS we offer an Education Assistance policy for employees to apply for funding towards further education.
- **Training & Development:** Access to excellent training opportunities and continuous professional development.
- **Well-being App:** All employees have access to the Wisdom app to support employees in all 4 pillars of their well-being.
- **EAP:** We offer a 24/7 Employee Assistance Programme for employees and their families to avail of counselling support confidentially.
- **Wellbeing Days:** We host several employee wellbeing activities across the year for employees to take time out to focus on team building and their own wellbeing.

Job Description

Role Overview

The Housekeeper plays a vital role in maintaining safe, clean, and calm environments across refuge accommodation and office spaces. The role contributes directly to the well-being, dignity, and safety of women and children, ensuring spaces are hygienic, welcoming, and supportive of recovery from trauma. The Housekeeper works with discretion, respects confidentiality, and upholds the organisation's safeguarding and security standards at all times.

Key Responsibilities

Cleaning & Hygiene

- Maintain consistently high standards of cleanliness across accommodation units, communal areas, offices, playrooms, and external spaces.
- Deep clean vacated apartments to prepare them to a high standard for incoming residents, including kitchens, bathrooms, living areas, furniture, appliances, and floors.
- Strip beds, launder linen, and replace damaged bedding or mattress protectors as required.
- Dispose safely of items contaminated with bodily fluids in line with infection control procedures.
- Ensure apartments are fully equipped with essential household items and redistribute supplies where necessary.
- Remove and appropriately manage belongings left behind, consulting with support staff regarding storage, disposal, or return.
- Clean staff areas, kitchens, bathrooms, reception spaces, corridors, and meeting rooms to a professional standard.
- Maintain playrooms and family spaces in a hygienic and safe condition.



Job Description Continued

Safety & Environmental Awareness

- Identify hazards, maintenance concerns, or repair needs and report them promptly through the appropriate systems.
- Ensure fire exits, escape routes, and entrances remain clear at all times.
- Follow all refuge security procedures, including key management and locking vacant units after cleaning.
- Store cleaning products securely and out of children's reach.
- Ensure electrical items are switched off and heating is managed appropriately in vacant units.

Trauma-Informed Practice

- Respect residents' privacy, autonomy, and personal space at all times.
- Follow protocols before entering private accommodation areas.
- Maintain a calm, respectful, and non-judgemental presence within shared environments.
- Recognise that trauma may impact residents' capacity to manage household tasks and respond with sensitivity.



Supporting Communal Living

- Help create shared spaces that feel neutral, welcoming, and safe for all residents.
- Support the upkeep of communal expectations while avoiding direct involvement in resident conflict.
- Report recurring concerns or tensions to the appropriate manager.
- Infection Control & Public Health.
- Adhere to infection prevention and control procedures.
- Use PPE appropriately and in accordance with organisational guidance.
- Support enhanced cleaning protocols during periods of illness or public health concern.



Job Description Continued

Stock & Storeroom Management

- Monitor stock levels of cleaning supplies, toiletries, emergency food items, and linen.
- Notify management of shortages in writing with sufficient notice.
- Maintain tidy, organised, and safe storage and linen areas.
- Assist with organising donations and second-hand items as directed.

Outdoor Areas

- Keep entrances, porches, driveways, and outdoor spaces clean and free from rubbish.
- Empty cigarette bins and ensure external waste areas remain orderly.
- Maintain clean entrance doors, windows, and handles.

Recording & Reporting

- Complete cleaning schedules, checklists, and housekeeping diaries.
- Maintain clear handovers between shifts and liaise with support staff regarding unit readiness.
- Record maintenance issues and complete incident reports as required.



Job Description Continued

Confidentiality, Safeguarding & Professional Boundaries

- Maintain strict confidentiality regarding residents, locations, and operations.
- Understand and adhere to refuge anonymity and security requirements.
- Demonstrate professional boundaries at all times.
- Be aware of safeguarding responsibilities for women and children and follow organisational policies, including Children First procedures.
- Report any concerns in line with organisational protocols.

Health & Safety

- Use protective equipment such as gloves and aprons when cleaning.
- Ensure familiarity with and adherence to the organisation's Health and Safety Statement.
- Promote safe working practices across all sites.



Role Requirements

Essential Criteria

- Previous professional cleaning or housekeeping experience.
- Strong understanding of hygiene and infection control standards.
- Ability to work independently with good attention to detail.
- Reliable, trustworthy, and able to handle sensitive environments with discretion.
- Good communication skills and ability to liaise effectively with staff.
- Commitment to safeguarding and maintaining confidentiality.

Desirable

- Experience working within residential, community, or support service settings.
- Awareness of trauma-informed practice.
- Manual handling and health & safety training.

Key Competencies

- High standards and pride in maintaining safe environments.
- Strong organisational skills.
- Observant and proactive in identifying risks.
- Respectful and professional approach.
- Dependable with sound judgement.



What we offer you

- **Part-Time, Permanent** - 17 hours per week.
- **Salary:** €17.19 per hour.
- **Benefits:** All employee benefits outlined on page 4.
- **Location:** SDVS Accommodation Services and Central Office.
- Commitment to **work-life balance and staff wellbeing.**

Application Process

To apply all candidates must submit a detailed CV and cover letter outlining how they meet the above criteria for the role. Applications should be submitted through this link: <https://sdvs.ie/careers/> by Thursday, 19th March 2026.





Contact Information:

For queries regarding this recruitment process, please contact:

HR Department

Email: hr@sdvs.ie

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Saoirse Housing Association CLG trading as Saoirse Domestic Violence Services.
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