



Saoirse Recruitment Pack

Outreach Support Worker

March 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 Outreach Support Worker 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. The **Outreach Support Worker** will deliver post-refuge support to residents returning home or relocating, provide one-to-one case management and facilitate group programmes, and support families transitioning into safe houses while linking former residents with appropriate community-based services.

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

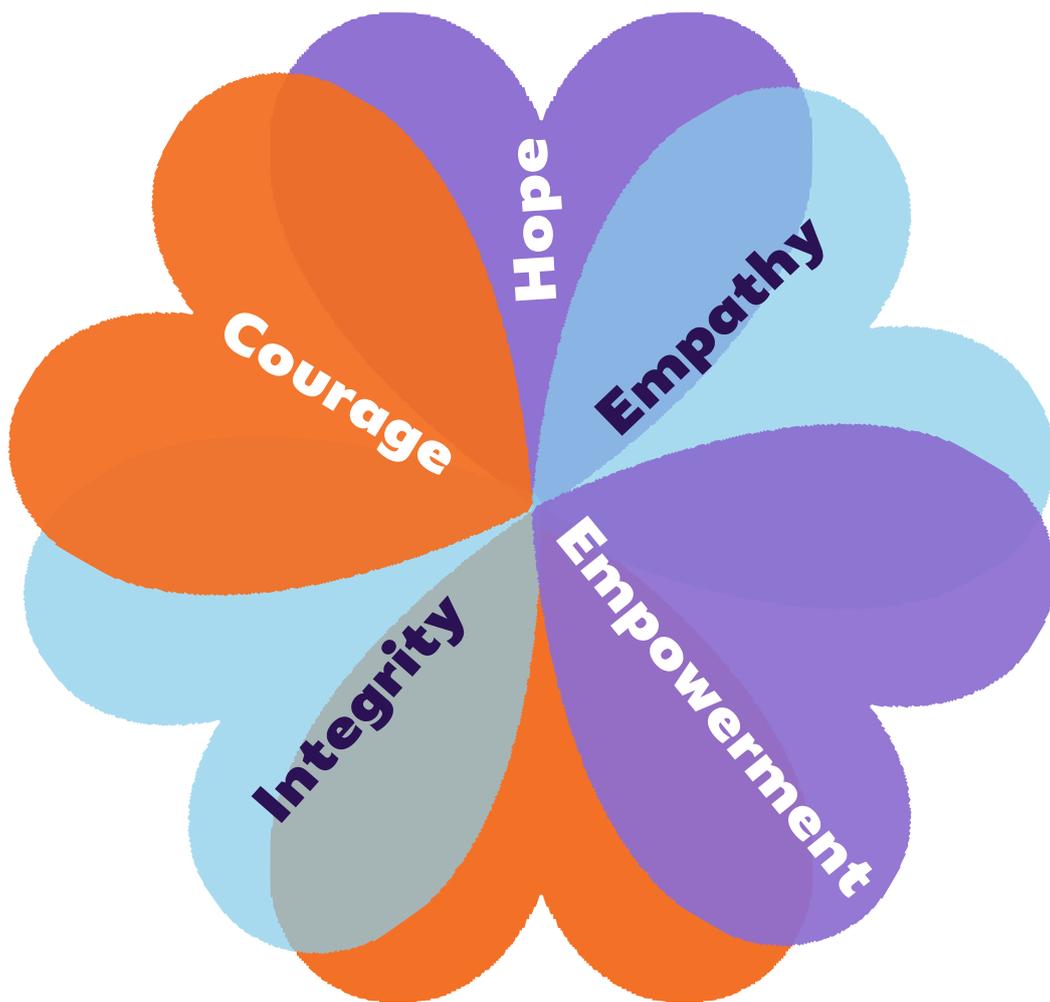
Our Vision

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 per annum.
- **Company Day:** At SDVS, Good Friday is offered as an additional day off.
- **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 year's 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 employees €35 contribution towards 2 GP visits 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 Outreach Support Worker is responsible for providing a comprehensive community outreach service to individuals and families experiencing domestic abuse. The Outreach Support Worker will deliver post-refuge support to residents returning home or relocating, provide one-to-one case management and facilitate group programmes, and support families transitioning into safe houses while linking former residents with appropriate community-based services. The role also contributes to the delivery and development of domestic violence and abuse awareness training, provides prevention and early intervention support within the community, and actively networks to strengthen referral pathways and raise awareness of domestic violence and available supports.

Key Responsibilities

Training Design & Delivery

- To support women who have been subjected to domestic violence at a safe and suitable location, listen and provide emotional support around their experiences of domestic violence and facilitate their consideration of their options for a safer future.
- To provide support, assistance and advocacy to clients on practical matters including court, housing, health, social welfare, rights and entitlements.
- To develop and deliver structured care plans with clients, through planned support sessions and encouraging active participation from clients in leading their care plans and making choices for their safety.
- To accompany women to family court applications and hearings, legal aid appointments, Garda stations, etc, as necessary, and provide pre and post-court support.
- To assist and support women to remain in their homes where safe, including safety planning. To support families staying in our Safe House Project, including the handover of care plans from Keyworkers and ensuring the further implementation of these to a move on stage. To support families, post-crisis promptly, if they wish to avail of this service.



Job Description Continued

- To discuss all the options available and advise the woman on how to access/make referrals to the relevant services. To develop referral links for women with local support services and networks.
- To create community awareness regarding the issue of Domestic Violence and best practices in combating it, including through community development connections.
- To deliver and develop SDVS Domestic Violence and Abuse Awareness training to a professionally high standard.
- To update SDVS training packages as required in line with management, best practices and legislation.
- To network and develop links with local service providers relevant to clients' situations including, gardai, schools, housing authorities, social welfare, women's groups, social work, hospitals, doctor surgeries, counsellors, youth services, family resources centres, etc. This includes sourcing referral paths and educating those services on referring to our services, in a safe and client-centred manner.
- To liaise and work cooperatively with staff, especially the Outreach service, Childcare service and Crisis accommodation staff, around family care plans, court referrals and follow-ups needed, in an inclusive communication style.
- To facilitate workshops and information sharing with groups and professionals on the issue of domestic violence awareness and to educate on recognising, responding, refer.
- To participate in the provision of services as part of the Outreach team and in particular to liaise with colleagues from all sections of the agency to ensure a holistic care approach with families and that all relevant information is shared and understood.
- To observe and enforce a policy of strict confidentiality at all times in relation to all aspects of the service.
- To work according to company policies and best practices at all times.



Job Description Continued

- To ensure that all procedures in relation to the Health and Safety Statement are clearly understood and acted upon.
- To maintain and update accurate records of all files and any associated paperwork, including updating the database notes, in a timely and professional manner.
- To liaise/make appropriate referrals with other agencies providing assistance, advocacy and support to clients and their associated care plans.
- To attend and participate fully in all team meetings, training and supervision provided by the company.
- To work according to Children First guidelines and Saoirse's Child Protection and Welfare policy.
- To represent the work and ethos of Saoirse in a professional and respectful manner at all times.
- To work under the direction and guidance of Management to ensure the highest possible level of care is maintained at all times. Communicate with Management regularly and advise them in a timely manner of issues arising from work.
- Attend court hearings and give evidence as required.
- To perform such other duties appropriate to the post, which may be assigned by the Outreach Manager or other designated officer.
- To work according to company policies and procedures and to observe a policy of strict confidentiality in your duties at all times.



Networking

- To liaise with other agencies in providing assistance and support to women and children and make referrals as necessary and where appropriate. The ability to enhance relationships for the purpose of future training and collaboration.

Job Description Continued

Administration

- Maintain accurate and up-to-date records of all case files using the service database.
- Liaise with and inform the Manager and/or other designated persons, regularly, of issues arising from work.
- Prepare and compile departmental statistics.

Other

- Work as part of a team, liaising with other staff about services for women/children/families.
- Maintain appropriate professional boundaries with clients and colleagues.
- Promote the philosophy of self- help and mutual aid.
- Attend court hearings and give evidence as required.
- Work under the direction and guidance of the Manager or other Designated Officer to ensure the highest possible level of care is maintained at all times.
- Perform such duties appropriate to the post, which may be assigned by the Manager or other Designated Officer.
- Ensure standards are maintained and adhered to in line with policy, procedure and legislation.
- Access the designated person on call when required in line with policy and Children’s First Legislation.
- Participate in the provision of services as part of the Saoirse team.
- Engage in supervision sessions regularly.



Role Requirements

Essential Criteria

Domestic Violence Knowledge & Practice

- Excellent theoretical and practical knowledge and understanding of domestic violence.
- Excellent knowledge and understanding of the challenges and issues affecting women and children experiencing domestic violence.
- Understanding and working knowledge of Domestic Violence Act/Children's First Legislation/Child Care Act.
- Risk assessment/Safety and Care planning knowledge is essential.

Training & Adult Education

- Third level Qualification at degree level in social care, social science or related field.
- A minimum of 3 years relevant experience working in a social care setting with women/ families.
- QQI Training qualification or similar, combined with 2 years' experience delivering training in the community.

Communication & Facilitation Skills

- Excellent facilitation training and communication skills.
- Excellent report writing skills.
- Excellent organizational skills.
- IT packages and Database skills.
- Ability to lone work safely.

Experience

- Experience of dynamic and complex case management.
- Providing training with a accredited qualification.
- Individual client work and group work.
- Experience working in the community.
- Networking and relationship building with stakeholders in the community.
- Domestic violence advocacy.

The professional must also demonstrate the following personal attributes:

- Passion to eradicate violence against women and children.
- Flexibility/Adaptability.
- Self-Motivation/ Initiative.
- Self- sufficiency.
- Empathy.
- Experience of inter-agency working.
- Full driving license and access to own transport.

What we offer you

- **Full-Time, Permanent**
- This role is part of the **Outreach, Prevention & Training** Team.
- **Salary:** €38,917 per annum.
- **Benefits:** All employee benefits outlined on page 4.
- 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 **Friday, 27th 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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