



Saoirse Recruitment Pack

Evening Refuge Coordinator - Domestic Violence Services

April 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 Support and Recovery Manager position, and the qualities we are looking for in our next senior manager.

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 Refuge Coordinator is responsible for the effective leadership, coordination, and day-to-day management of refuge services across multiple sites. The role ensures the delivery of high-quality, trauma-informed, survivor-centred support to individuals and families experiencing domestic, sexual, and gender-based violence.

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

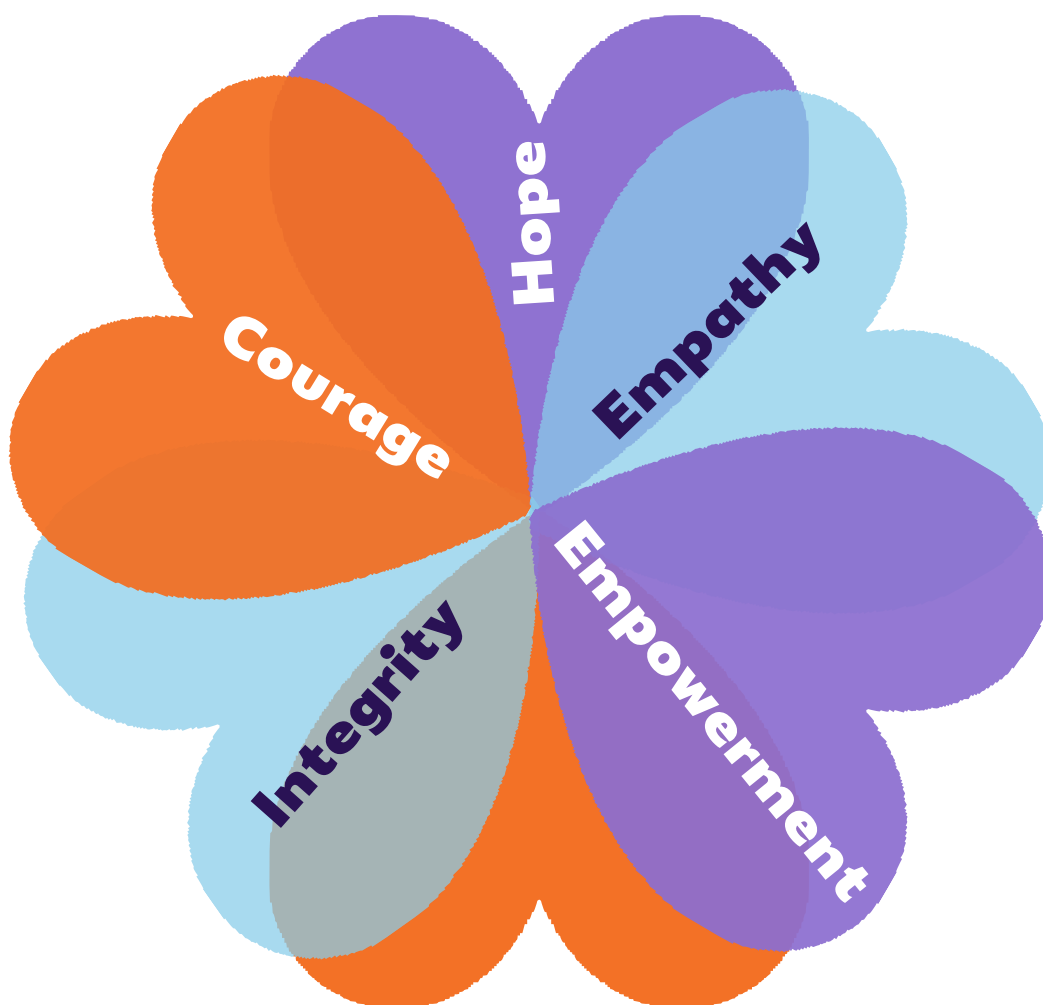
Our Vision

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 a senior manager, this role receives 27 Days of 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 Refuge Coordinator is responsible for the effective leadership, coordination, and day-to-day management of refuge services across multiple sites. The role ensures the delivery of high-quality, trauma-informed, survivor-centred support to individuals and families experiencing domestic, sexual, and gender-based violence.

The Refuge Coordinator will drive best practice in service delivery, ensure compliance with all statutory and organisational requirements, and foster a culture of safety, dignity, and empowerment for service users. The Refuge Coordinator will also play a key role in staff development, inter-agency collaboration, and continuous service improvement.

Key Responsibilities

Leadership & Team Management

- Provide strong, visible, and supportive leadership to refuge staff, including relief refuge support workers.
- Deliver regular line management, performance management, and professional development planning.
- Promote a positive, inclusive, and trauma-informed team culture that prioritises staff wellbeing and reflective practice.
- Organise and chair regular team meetings, case reviews, and debrief sessions, including handovers.
- Identify training needs and coordinate ongoing learning opportunities in areas such as safeguarding, risk assessment, and cultural competency.
- Manage staffing resources effectively, including rota planning, leave management, and on-call coordination.



Helpline Oversight & Compliance

- Oversee the operation of the 24/7 Freephone Helpline and On-Call service, ensuring consistent, high-quality responses.
- Monitor call handling, documentation, and follow-up procedures to ensure adherence to best practice.
- Develop and implement protocols for crisis intervention, risk assessment, and emergency response.

Job Description Continued

- Conduct regular audits of case files and helpline records to ensure accuracy, confidentiality, and compliance.
- Provide feedback, coaching, and corrective guidance to staff based on audit findings.
- Ensure compliance with organisational policies, national standards, and relevant legislation.

Case Management & Best Practice

- Lead the implementation of a consistent, survivor-centred case management framework across all refuge sites.
- Provide expert guidance and decision-making support on complex and high-risk cases, including:
 - Coercive control and high-risk domestic abuse
 - Mental health and substance use issues
 - Immigration and legal status concerns
- Ensure that all support plans are person-centred, culturally sensitive, and regularly reviewed.
- Promote empowerment-based approaches that respect the autonomy and choices of survivors.
- Ensure accurate, timely, and confidential record-keeping in line with GDPR and organisational standards.
- Oversee safeguarding practices, ensuring prompt and appropriate responses to child and adult protection concerns.



Job Description Continued

Inter-agency Coordination & Advocacy

- Build and maintain strategic partnerships (e.g., Tusla, Gardaí, legal services).
- Represent the service at multi-agency meetings and advocate for survivors' rights.

Service Development & Quality Assurance

- Ensure that refuge services meet national quality standards and regulatory requirements.
- Contribute to the development, implementation, and review of organisational policies and procedures.
- Support service evaluation through data collection, analysis, and reporting.
- Assist in the preparation of reports for funders, stakeholders, and senior management.
- Contribute to funding applications, strategic planning, and service expansion initiatives.
- Lead or support projects aimed at improving:
 - Safety and security within refuge accommodation
 - Hygiene, maintenance, and living standards
 - Trauma-informed environments and practices
- Encourage innovation and continuous improvement across all aspects of service delivery.



Job Description Continued

Health, Safety & Risk Management

- Ensure compliance with all health and safety regulations, including fire safety, risk assessments, and incident reporting.
- Maintain a safe environment for residents, staff, and visitors at all times.
- Respond appropriately to critical incidents and emergencies, ensuring clear documentation and follow-up.
- Support the implementation of organisational risk management strategies.

Administrative & Organisational Duties

- Maintain accurate records, reports, and statistical data as required.
- Ensure effective communication with senior management regarding service performance, challenges, and risks.
- Participate in organisational meetings, training, and strategic initiatives.

Undertake additional duties as required to meet the evolving needs of the service.



Role Requirements

Knowledge and Skills Required:

- A Level 7+ qualification in Social Care, Social Work, Psychology, or a related field.
- Minimum 3 years' experience in domestic violence services or crisis intervention.
- Proven skills in team leadership, risk assessment, and trauma-informed support.
- Strong knowledge of Irish legislation, safeguarding, and inter-agency processes.
- Full clean driving licence and flexibility to work shifts, including evenings/weekends.
- Candidates must have the legal right to work full-time in Ireland.

Desirable Skills & Attributes:

- Strong crisis management skills- problem-solving and decision-making.
- Proven people management skills.
- Excellent communication, report writing, and advocacy skills.
- Deep commitment to feminist, survivor-centred, recovery and strengths-based practice and trauma-informed approaches.

Other Requirements:

- Full clean driving licence and willingness to travel between refuge sites.
- Availability to form part of the On Call Out of Hours panel. The ability to work flexible hours, evenings or weekends is an essential requirement.
- Commitment to a Human Rights-based approach to the work.



What we offer you

- **Full-Time, Permanent**
- This role is part of the **Management Team**.
- **Salary:** €56,326.89 per annum.
- **Benefits:** All employee benefits outlined on page 4.
- Multi-site work environment.
- **Hours of work:** Afternoon and evening. Some weekend work by arrangement.
- 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, 8th May 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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