saoirse
DOMESTIC VIOLENCE SERVICES



Saoirse Recruitment Pack

Keyworker

October 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 **Keyworker** 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 **Keyworker** is a key member of the Refuge Team reporting directly to the Refuge Coordinator. The Keyworker will participate as part of the Refuge team offering support through structured care planning to clients of Saoirse in a non-judgemental, compassionate way and promoting empowerment and confidence building, through a philosophy of 'self-help and mutual aid'.

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

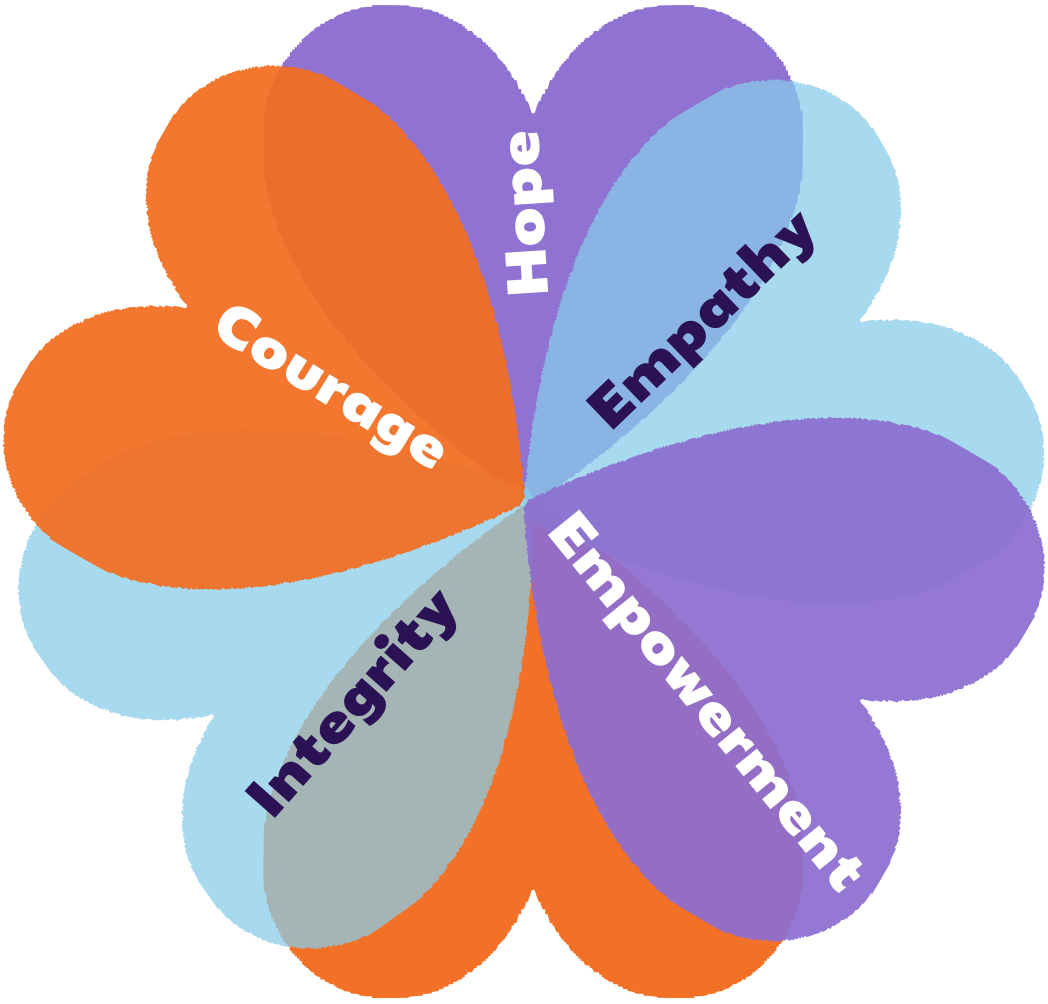
Our Vision

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 Key Worker is a key member of the Refuge Team reporting directly to the Refuge Coordinator. The Key Worker will participate as part of the Refuge team offering support through structured care planning to clients of Saoirse in a non-judgemental, compassionate way and promoting empowerment and confidence building, through a philosophy of 'self-help and mutual aid'. You will provide care and support to individuals supported by SDVS in a homely, safe, respectful, empathetic and person-centred manner. The Key Worker is expected to work in accordance with Saoirse Domestic Violence Services ethos and values in all aspects of the work.

Key Responsibilities



- To provide emergency accommodation to women and children fleeing domestic abuse, including the allocation of accommodation and Keyworkers and ensuring clients are familiarised with facilities, house rules, practices and services available.
- To respond to the immediate needs of women and children in crisis and distress by offering support and services, both emotional and practical as appropriate.
- To develop and deliver structured care plans with clients, through planned key working sessions and encouraging active participation from clients in leading their own care plans.
- To participate in the provision of services as part of the Refuge team and, in particular, to liaise with colleagues from all sections of the team to ensure a holistic care approach with families and that all relevant information is shared and understood.
- To provide non-directive and non-judgemental information to residents, in person, and on the helpline.
- To operate the 24-hour Refuge Helpline.
- To promote a safe and relaxed environment for women and children during their stay in the Refuge by ensuring all safety and security protocols are observed and enforced.
- To observe and enforce a policy of strict confidentiality at all times in relation to all aspects of the service.

Job Description Continued

- To update all documentation on the Companies Database and other recording means daily and as requested by management.
- To work according to company policies and best practices at all times.
- To ensure that a high level of cleanliness and hygiene is maintained throughout the Refuge by actively participating in the cleaning of the Refuge as necessary and encouraging residents to play their part effectively.
- To prepare rooms for re-allocation after a family/individual vacates their room, to include room exits and inventory before the client leaves.

- To report any building maintenance requirements to management and document them in the maintenance record book.
- 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.



- To liaise/make appropriate referrals with other agencies in providing assistance, advocacy and support to clients and their associated care plans.
- To attend and participate fully in all team meetings, trainings 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 Domestic Violence Services professionally and respectfully 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 on a regular basis and advise them in a timely manner of issues arising from work.
- To attend court hearings and give evidence as required.
- To perform such other duties appropriate to the role, which may be assigned by a manager.
- To work according to company policies and procedures and to observe a policy of strict confidentiality in your duties at all times.

Role Requirements

Essential Criteria

Qualification & Work Experience:

- NFQ Level 7 in social care or a related field with at least 2 years' experience in social care.

Technical Skills: Proficiency in client databases (Salesforce preferred) and strong IT skills.

Communication & Interpersonal Skills: Excellent ability to engage with clients and colleagues effectively.

Knowledge of Domestic Abuse: Understanding of its impact on women and children, including physical, emotional, and psychological effects.

Risk & Safeguarding Expertise: Strong grasp of risk assessment, risk management, and safeguarding procedures for children and young people.

Relevant Experience: Experience in supported residential services and working with individuals with complex needs is desirable.

Teamwork: Ability to collaborate effectively in a team environment**.**



What we offer you

- **Salary:** €42,524 per annum.
- **Probation**: 6 months
- **Location**: Dublin
- This role is part of the Refuge Team.
- **Benefits**: All employee benefits outlined on page 4.
- Commitment to **work–life balance** and **staff wellbeing**.
- **Hours of work:** 37.5h per week, on 12.5h per shift.

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: Applications should be submitted through this link: https://sdvs.ie/careers/ ("Work with Us" section at the bottom of the page) by **Thursday, 5th of November 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.
Registered Charity No. 20058296. Registered Company No. 390584.