**AOIBHNEAS RECRUITMENT CAMPAIGN**

Aoibhneas is a Domestic Abuse Support Agency working with Women and Children who are or have been affected by domestic abuse.

Aoibhneas provides a complete continuum of care within a service of excellence. A complete continuum of care arrangement provides for the access of women and children to supports at earliest intervention through provision of prevention and awareness raising programmes, community-based support, refuge accommodation, transitional accommodation, and post refuge/ transitional support.

**Key Worker Role**

**(One-Year Fixed Term Contract)**

**Role:** Key Worker

**Post:** Full-Time (39h pw) One-Year Fixed Term Contract

**Salary:** Salary Scale HSE €33,630 – €47,561

**Reports to:** CEO

**Summary:**

The Key Worker role provides emergency accommodation to Women and Children fleeing Domestic Abuse; welcomes new families into the service and ensure the provision of practical and emotional supports. Keyworkers operate the 24-hour free Helpline, carry out assessments of support needs; provide information, advocacy and referral services; develop and implement suitable programmes to meet the needs of women and children in refuge.

The Keyworker role provides support and structured services to residents in the Refuge and Community setting, with an emphasis on progressing needs; ensure the safety and security of women and children resident in Aoibhneas and represent the work and ethos of the organisation.

**Duties and Responsibilities**

**Client Services**

* Provide emergency accommodation to Women and Children fleeing Domestic Abuse.
* Welcome new resident women and children and ensure that they are familiarised with house rules, practices, services and activities available.
* Ensure the provision of practical and emotional supports to all residents in Aoibhneas.
* Operate the 24-Hour Refuge Helpline.
* Make an initial assessment of a woman’s support needs via the refuge/ drop-in/helpline service.
* Advise and assist women on legal, housing, social welfare, rights and entitlements
* Provide information, advocacy and referrals to appropriate services
* Discuss all the options available and advise women on how to access the relevant services
* Accompany woman to Courts, Sexual Assault Units, solicitor appointments etc, when necessary.
* Meet the unique needs and interests of each woman as part of an agreed plan paying attention to her family circumstance.
* Provide ongoing emotional support to all women and children in crisis and to create opportunities for each woman to share their feelings about his/her home situation, their fears and anxieties.
* Create a friendly, safe, happy and caring environment for all women and children.
* Develop and implement suitable programmes to meet the needs of the women and children in the refuge.

**Linkages**

* Develop referral links for women with local support services and networks
* Develop links with local service providers, Gardaí, schools, women’s groups etc.
* Attend and represent Aoibhneas at committees tasked to provide a community response to domestic violence

**Administration**

* Maintain accurate and up to date records of all case files using service database.
* Liaise with and inform the CEO and/or other designated persons, on a regular basis, of issues arising from work.
* Prepare and compile departmental statistics

**Other**

* Work as part of a team, liaising with other staff in relation to services for women/children/families.
* Supervise and co-ordinate volunteers and placement students.
* Maintain appropriate professional boundaries with residents 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 CEO 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 CEO 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 relevant training and development courses.
* Participate in the provision of services as part of the Refuge team.
* Engage in supervision sessions on a regular basis.

**Person Requirements**

Essential

* Third Level Qualification at degree level in social science, social care or related field.
* A minimum of one year's relevant work experience working in a social care setting with women/ families.
* Experience of key-working clients or individual casework.
* Excellent knowledge and understanding of domestic violence and issues affecting women and children experiencing domestic violence.
* Understanding and working knowledge of Domestic Violence Act/ Children’s First Legislation/ Child Care Act.
* Excellent facilitation, training and communication skills.

Desirable Criteria

* Flexibility/Adaptability
* Integrity
* Dependability
* Concern for others
* Independence
* Stress tolerance
* Initiative
* Self-Control
* Experience of inter-agency working
* Full driving License

**Terms & Conditions**

* One-Year Fixed Term Contract.
* Employer Pension Contribution of 5%.
* Annual leave 22 days inclusive of 2 wellbeing days with incremental days in line with service.
* Access to Clinical Supervision and Employee Assistance Programme.
* Access to Digital GP Care and other benefits.

Any interested applicants should forward their CV and a short covering letter stating their suitability for the role.

**Please email** [recruitment@aoibhneas.org](mailto:recruitment@aoibhneas.org) **by 5 pm on Friday 31st October, 2025** for the attention of: **Recruitment, Aoibhneas CLG., PO Box 5504, Dublin 17, Tel. 01 867 0805**

**Interviews will take place on Friday 7th** **November, 2025 (Virtual interviews will be facilitated)**

*All offers of employment with Aoibhneas are subject to Garda Vetting. Aoibhneas is an equal opportunities employer*. *A Panel may be formed out of this recruitment process.*