

## **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.

### **COMMUNITY & VOLUNTEER COORDINATOR**

**Job Title:** Community & Volunteer Coordinator  
**Post:** Full-Time (39h pw) & Permanent  
**Salary:** Salary Scale HSE 2021 Rates - €58,238– € 66,639  
**Reports to:** CEO

#### **Role Purpose**

The purpose of the job is to ensure that professional standards are in place in Aoibhneas in order to provide a safe nurturing environment for individual women, children and young people living with Domestic Abuse alongside developing, delivering and maintaining the highest possible standard of service provision is developed, delivered and maintained for women, children and young people.

In addition, the role focuses on mentoring and supporting the Community and Outreach team in the delivery of a community model as well as individual key working models of practice. Identifying, recruiting and training volunteers is also part of the purpose of this role.

Connecting with frontline services, building on community links, delivering training and educational programmes and identifying service provision gaps through the maintenance of an accurate database are core elements of this role.

#### **Key Job Responsibilities**

##### **Staffing**

- Provide leadership and motivation consistent with good staff/ volunteer relations and the development of a high-performance client-centred learning culture.
- Allocate duties and responsibilities to staff/ volunteers on roster to ensure professional standards are maintained in relation to care plans, record keeping, report writing and file audits.
- Provide support to outreach, keyworking and childcare staff to ensure professional standards are in line with legislation and best practice.
- Provide support and oversee the court accompaniment service.
- Recruit, interview, and hire or sign up volunteers and staff.
- Recruit, train, and supervise volunteers and staff.
- Direct activities of staff and volunteers to ensure the emotional, social, physical, intellectual, spiritual and cultural needs of women, children and young people are met.
- Evaluate the work of staff and volunteers to ensure that programs are of appropriate quality and that resources are used effectively.

- Encourage, model, and develop a caring and therapeutic relationship with the clients, and assist them in dealing with presenting issues.
- Assist the CEO in ensuring all staff have appropriate development and supervision commensurate with their professional responsibilities.

### **Quality Assurance**

- Ensure the highest possible standard of care practice is maintained at all times in line with policies, relevant legislation and National Guidelines.

### **Service Provision**

- To carry out direct work on specific issues, as agreed in the Families Care Plan, whilst liaising with team members at all times.
- To work directly/indirectly with women and children in the community who have experienced trauma.
- Provide direct service and support to individuals or clients in the community, such as handling a referral for advocacy issues, conducting a needs evaluation, or resolving complaints.
- Research and analyse member or community needs to determine program directions and goals.

### **Administration**

- Establish and oversee administrative procedures to meet objectives set by boards of directors or senior management.
- Prepare and maintain records and reports, such as budgets, personnel records, or training manuals.
- Plan and administer budgets for programs, equipment and support services.
- Participate in the determination of organizational policies regarding such issues as participant eligibility, program requirements, and program benefits.
- Assist in the development of effective, efficient and integrated monitoring and reporting policies and processes which meet requirements of both funders and legislation
- Ensure that all staff and volunteers are aware of and implement internal policies and procedures.
- Maintain appropriate documentation and professional recording in line with record keeping policy.
- Conduct periodic internal reviews or audits to ensure that compliance procedures are followed.
- Provide holistic and comprehensive case management services.
- Liaise with and inform the CEO, on a regular basis, of issues arising from work with individual cases.
- Collect volunteer information, availability, and skills, and maintain an up-to-date database.
- Use tools such as outreach programs, e-mails, and volunteer databases.
- Keeping schedules and records of volunteers' work.
- Preparing codes of conduct and operating procedures to uphold the organisation's values.

### **Client Services**

- Ensure that all information relating to clients is treated in a thoroughly professional manner and that confidentiality is strictly maintained at all times.
- Develop and implement a system and process to ensure there is an individual care plan for each client which is tailored to their particular needs and which is reviewed in accordance with standards.
- Oversee operation of the court accompaniment service.

## **Community**

- Develop referral links for women with local support services and networks.
- Develop links with local service providers, gardai, schools, women's groups, youth clubs etc.
- Provide and oversee training with local service providers, gardai, schools, women's groups, youth clubs etc.
- Attend court hearings and give evidence as required.
- Attend child protection case conferences and case conference reviews.

## **Other**

- Work under the direction and guidance of the CEO to ensure the highest possible level of care is maintained at all times.
- Act as the designated person in line with Children's First legislation.
- Facilitate student placements/ CE placements/ Volunteer placements in accordance with CEO's direction.
- Provide on call assistance as directed by the CEO in line with policy and Children's First legislation.
- Ensure standards are maintained and adhered to in line with policy, procedure and legislation.
- Perform such duties appropriate to the post, which may be assigned by the CEO
- Engage in supervision sessions on a regular basis.
- Participate in relevant training and development courses.

## **Person Requirements**

### Essential

- Third Level Qualification at degree level in social science, social care or related field.
- A minimum of 3 years relevant work experience working in a social care setting in a supervisory capacity.
- Proven: Case management skills; Knowledge of the Community; Model of Care; People management skills; Organisational skills; Time management; Decision making skills; Risk management; Problem solving; Ability to establish and maintain interagency links; Ability to work to deadlines.
- Excellent knowledge and understanding of domestic violence and issues affecting women and children experiencing domestic violence
- Excellent facilitation, training and communication skills.
- Excellent knowledge and understanding of child protection.
- Experience in volunteering and recruitment.
- Excellent organisation and team building skills.

### Desirable Criteria

- Knowledge of legal advocacy regarding the Family Court process
- Flexibility/Adaptability
- Integrity
- Dependability
- Concern for others
- Independence
- Stress tolerance
- Initiative
- Self-Control
- Experience of inter-agency working
- Access to own transport

## **Role Requirements**



Flexible to locations due to nature of service and working hours cover 5 days per week between 9.am and 6pm potentially.

#### **Terms & Conditions**

- Salary Scale HSE 2021 Rates - € 58,238– € 66,639
- Full-time post 39-hour week (inclusive of lunch hour).
- Permanent Contract.
- Employer Pension Contribution of 5%.
- Annual leave 22 days inclusive of 2 wellbeing days with incremental days in line with service.
- Access to Digital GP Care and other benefits.
- Access to External Supervision and Employee Assistance Programme.

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 Monday 7<sup>th</sup> October, 2024** for the attention of **Recruitment, Aoibhneas CLG., PO Box 5504, Dublin 17, Tel. 01 867 0805**

**Interviews will take place on Tuesday 22<sup>nd</sup> October, 2024 (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.*