

6th February 2024

# Women's Aid Recruitment Pack

## High Risk Support Project Data and Administrative Executive

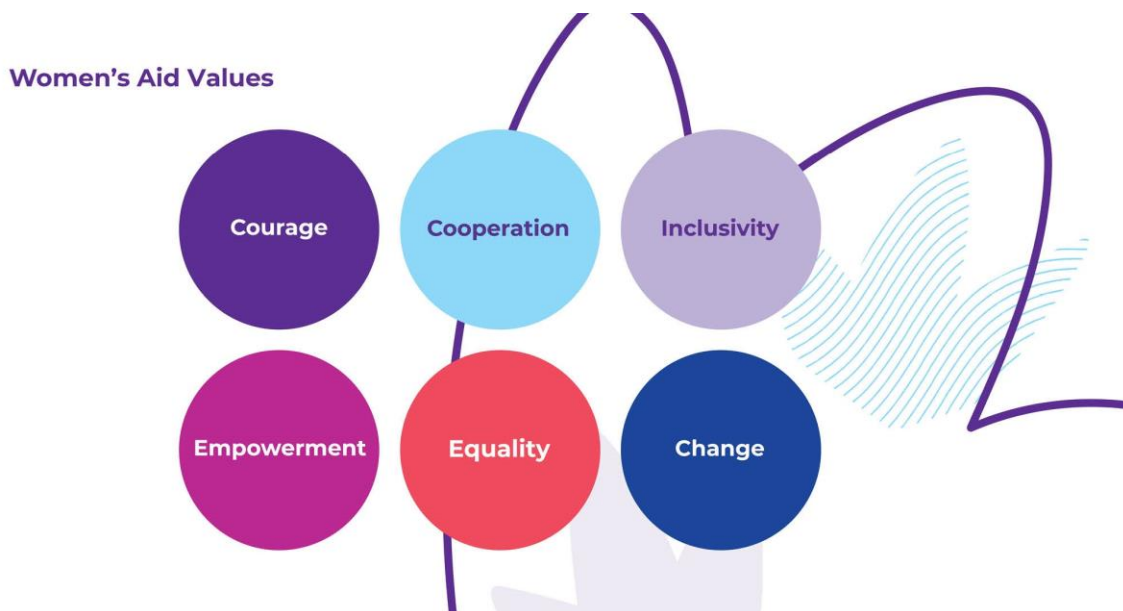
Women's  Aid

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## About Women's Aid

Women's Aid is a national, feminist organisation working to prevent and address the impact of domestic violence and abuse. We do this by advocating, influencing, training, and campaigning for effective responses to reduce the scale and impacts of domestic abuse on women and children and providing high quality, specialised, integrated, support services.

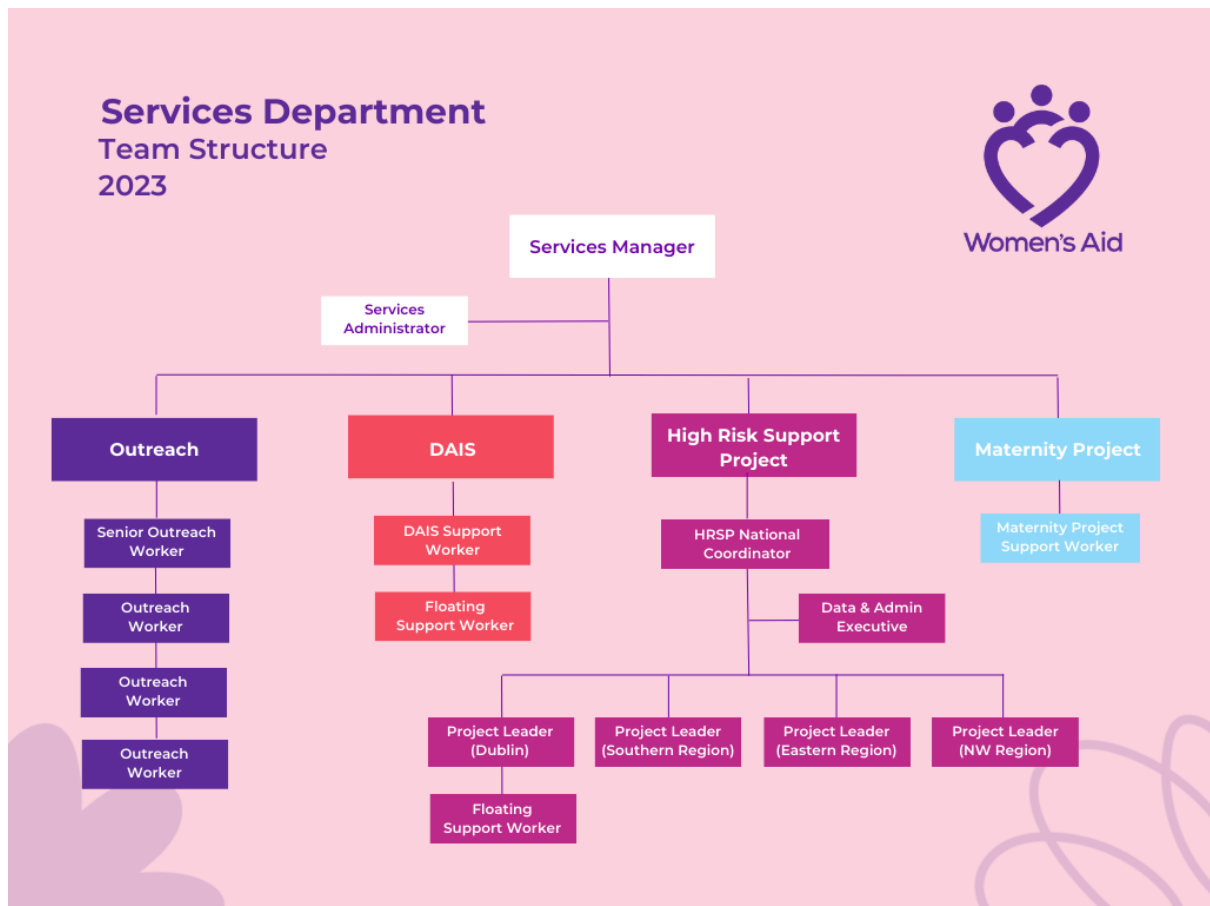


Our vision is an equal Ireland with zero tolerance of all forms of violence against women, including domestic abuse. For more information read the [Women's Aid Statement of Strategy 2022-2024](#).

## About the Services Department

The Services Department offers face-to-face supports to women subjected to domestic violence and abuse, through our one-to-one casework support, the Domestic Abuse Information and Support Service in Dolphin House, The Maternity Project Outreach Service and the High Risk Support Project.

## Services Department Structure



## Benefits of Working with Women's Aid

- **Annual Leave:** Annual leave entitlement is 25 days per annum pro rata.
- **Privilege Days:** Good Friday and Christmas Eve.
- **Pension:** Women's Aid operates a contributory pension scheme, which all employees may join after 6 months in the organisation.
- **Maternity Leave:** Women's Aid will pay full salary (less Social Welfare benefits) for the period of the 26 weeks paid leave (subject to 1+ year service).

- **Parent's Leave:** 7 weeks' leave topped up to full salary during the first 2 years of a child's life, or in the case of adoption, within 2 years of the placement of the child with the family for eligible employees.
- **Employee Assistance Programme:** Women's Aid provides an extensive employee assistance programme operated by Peninsula.
- **VHI:** Women's Aid operates a group VHI scheme, which you may join.
- **Death in Service Benefit:** Available for all employees to the value of 2 years' salary.
- **Health Services Staffs Credit Union:** Employees of Women's Aid may join the Health Services Staffs Credit Union.
- **Trade Union Membership:** The staff of Women's Aid has an option of joining the recognised representative Trade Union Forsa.
- **Training Allowance:** Annual allowance for staff members to undertake training to enhance skills and expertise (subject to budget availability).
- **Travel Supports:** Bike-to-work schemes and tax saver commuter tickets.
- **Equality and Diversity:** Women's Aid is committed to the promotion of equal opportunities and cultural diversity.

## About the High Risk Support Project

The High Risk Support Project (HRSP) provides a multiagency response to women at high risk of ongoing abuse and homicide from their ex-partners. This unique and innovative project is embedded in Women's Aid One to One Support Services. The HRSP has developed since its initiation in 2013 to operate in 2024 across the Greater Dublin area (Garda region D.M.R.) and the ten counties of the Eastern Region, with well-established practices and procedures among key partners.

Women's Aid partners with An Garda Síochána, Vodafone Foundation, and local domestic abuse services to deliver a coordinated rapid response system for women and families. The High Risk Support Project supports and empowers women to feel safer and to begin rebuilding their lives free of constant fear. Referrals of appropriate candidates for

participation in the HRSP are received from the Gardaí or other domestic abuse services with whom Women's Aid has an established Memorandum of Understanding for this purpose.

Women's Aid is generously funded by the Department of Justice to Co-ordinate this unique project.

## About the Role

### Title: High Risk Support Project Eastern Region Project Leader

- **Reference:** HRSP D&A Exec.
- **Reports to:** High Risk Support Project National Coordinator
- **Contract:** One year (12 months), maternity leave cover, expected to commence in early May 2023.
- **Hours:** 35 hours per week, excluding lunch breaks, during core office hours
- **Location:** This role is primarily based in the Women's Aid head office in 5 Wilton Place, Dublin 2, but a % of hybrid working will be considered on application and in line with the Hybrid Working Policy.
- **Salary:** Services Administrator/Executive Band, €29,206 - €41, 100, offer dependent on relevant skills & experience, and in line with remuneration policy.

### Purpose:

The High Risk Support Project (HRSP) Data and Administration Executive will work closely with the HRSP National Coordinator to ensure that a high quality service is delivered across all regions, through the implementation, monitoring and continual improvement of standardised data and information systems. The HRSP Data and Administration Executive will provide key administrative leadership and support to ensure strong administration, communication and cohesion internally, across a team based around the

country, and externally with partner organisations. External partners will be An Garda Síochána, Vodafone Ireland, and other Domestic Violence Services.

## **Key Responsibilities:**

- To work closely with the HRSP National Coordinator to maximise use of the E-Safe (Salesforce) Database, ensuring optimal use and analysis of the data available for service improvement and accurate reporting.
- To have responsibility for the regular review and maintenance of service user and project related data, and data systems, to assure all information is up to date, at all times and the data collection systems are performing well.
- To create and generate required service user lists and reports from the database, matching various criteria, to support targeted contact with service users. To input client contact records onto the database to support service activity reports.
- To provide technical support to the HRSP Team in database use, by supporting the training of team members, troubleshooting any issues and regularly monitoring data accuracy through 'spot checks' and other appropriate means.
- Together with the HRSP National Coordinator, to monitor and support adherence to all internal protocols and procedures across the HRSP team.
- To contribute to the Services department's maintenance of excellent communication and professionalism with all stakeholders, particularly all HRSP Partners.
- To manage the storage and distribution of project stock used, to ensure required stock is available to the team at all times, including to team members based remotely.
- To receive and progress referrals to the HRSP, including ongoing referral communication with the Gardai and domestic violence support services, and the scheduling of initial meetings. To maintain detailed records of referral data and communication.

- To schedule meetings with ongoing HRSP service users on occasion and as necessary to support the delivery of the service.
- To provide administrative support in the efficient processing of applications to the Women's Aid Security Fund, including receiving and recording of applications.
- To support the HRSP National Co-ordinator, primarily through analysis and provision of data sets in a presentable format, to prepare regular quarterly, six monthly and yearly reports and statistics for internal and external use.
- To coordinate, schedule and attend internal and external meetings, including taking minutes, as and when required.
- To support the HRSP National Co-ordinator and Women's Aid Head of Regional Services in ensuring health and safety requirements are fulfilled at all times.
- To monitor and support team members to ensure adherence to data protection obligations by all contributors to the HRSP in Women's Aid.
- Ensure confidentiality is respected at all times.

## **Occasional Duties**

- Participate in organisational meetings, events and working groups.
- Attend regular one-to-one meetings with the High Risk Support Project National Coordinator.
- Perform other duties as appropriate to the post as may be assigned from time to time, commensurate with the responsibility of the post.
- Promote the overall aims and values of Women's Aid at all times.

## **Essential Criteria**

- Minimum NQI Level 7 in a relevant field.
- A minimum of 2 years' experience in creating, developing and maintaining office systems and procedures



- Experience and a very high level of competency in using databases, particularly Salesforce or similar Client Management Systems.
- A demonstrable ability to analyse and interpret data to generate accurate statistical reports, including qualitative information.
- Excellent interpersonal skills with proven ability to successfully engage with a wide variety of stakeholders.
- Information management skills and experience (2 years), including MS Office (e.g. Word, Excel & PowerPoint, SharePoint, MS forms and MS teams)
- Proven ability to work both independently and collaboratively within a team environment.
- Ability to work under pressure and prioritize tasks, working to deadlines, as required.
- Commitment to the elimination of gender inequality and an interest in the work of Women's Aid.

#### **Desirable Experience:**

- Experience of stock and materials management

#### **Skills and Competencies required:**

- Excellent Communication and interpersonal skills
- Excellent administration and organisational skills
- Analytical skills; must be able to monitor data quality, to determine when action is needed.
- Patience.
- Meticulous attention to detail.
- A logical approach to work.
- The ability to prioritise tasks.
- Problem-solving skills.
- Good organisational skills.

- Excellent time management skills.
- Flexible and adaptable when required.

## **How to Apply**

**Application Form:** Application forms, clearly referenced in the subject line, should be sent by email only to [laurie.dool@womensaid.ie](mailto:laurie.dool@womensaid.ie)

**CVs will not be considered.**

**Closing date: 5 p.m. Tuesday March 6<sup>th</sup>, 2024**

**Interview schedule:** It is anticipated that first round interviews will be held during the week beginning **11<sup>th</sup> March 2024**.

The successful candidate is expected to start in post early May 2024.