

February 2026

Women's Aid Recruitment Pack

Head of Support
Services.

Wor

Table of Contents

Summary	2
About Women's Aid.....	3
About the Women's Aid Services Department.....	4
Women's Aid Services Team Structure.....	5
Benefits of Working with Women's Aid	5
About the Role.....	6
Purpose of the Role.....	7
Competencies and Skills.....	11
How to Apply.....	12

Summary

Women's aid is seeking an experienced, dynamic and motivated Head of Support Services to join our Senior Leadership Team in 2026.

The Head of Support Services manages, develops and supports the following Women's Aid direct services: Dublin based One to One Support and Outreach clinics, Court Accompaniment Service, Dolphin House Drop In Advice Service (DAIS), Maternity Outreach service; the national High Risk Support Project, and any new frontline projects.

The Head of the Services Department also participates and actively contributes as a member of the Senior Leadership Team to the overall smooth operations, growth and strategic development of Women's Aid as a whole.

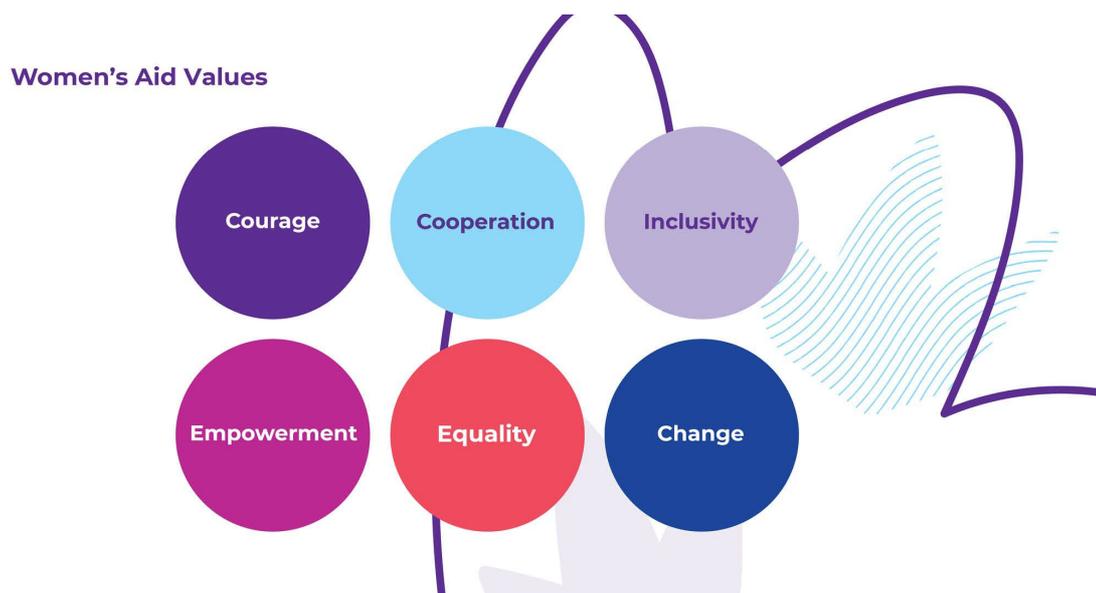
Duties and Responsibilities

- **Contract:** The contract offered is permanent, and this role is full time based on a 35-hour week (excluding lunch)
- **Location:** Working primarily in Women's Aid Head office in Dublin 2, hybrid working arrangements of up to 50% work time per week may be available following successful induction.
- **Salary:** This role sits on the Women's Aid Head of Department Pay Band €56,161 - €80,842 (rate offered will be commensurate to relevant experience, in line with company remuneration policy).
- **Benefits:** Read on to learn about our additional attractive employee benefits.
- **How to apply:** Completed application forms (CVs not accepted) to Recruitment@talbotpierce.com no later than midday (12pm) Wednesday March 18th, 2026. Use reference **HSS2026** in all correspondence.
- **Interviews:** Shortlisted candidates will be invited to first round interview on Wednesday April 1st in Dublin 2.

About Women's Aid

Women's Aid is a national, feminist organisation working to prevent and address the impact of domestic violence and abuse, including coercive control. 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.

Women's Aid Values



To achieve our purpose and vision of zero tolerance of domestic abuse and all forms of violence against women Women's Aid:

- Acts with **courage** to boldly challenge patriarchal systems, structures, and attitudes in all aspect of our work.
- Works in **co-operation** to share knowledge, skills, and expertise to achieve shared goals and improve responses to domestic violence and abuse.

- Strives to embed **inclusivity**, diversity, and accessibility across all our work.
- Supports the **empowerment** of women to exercise agency on their own behalf as a right, whatever their circumstances.
- Believes that achieving **equality** in status, rights and opportunities for all women is essential to address the causes and consequences of domestic violence and abuse.
- Works to achieve positive **change** for everyone through a combination of individual, community-based and social action.

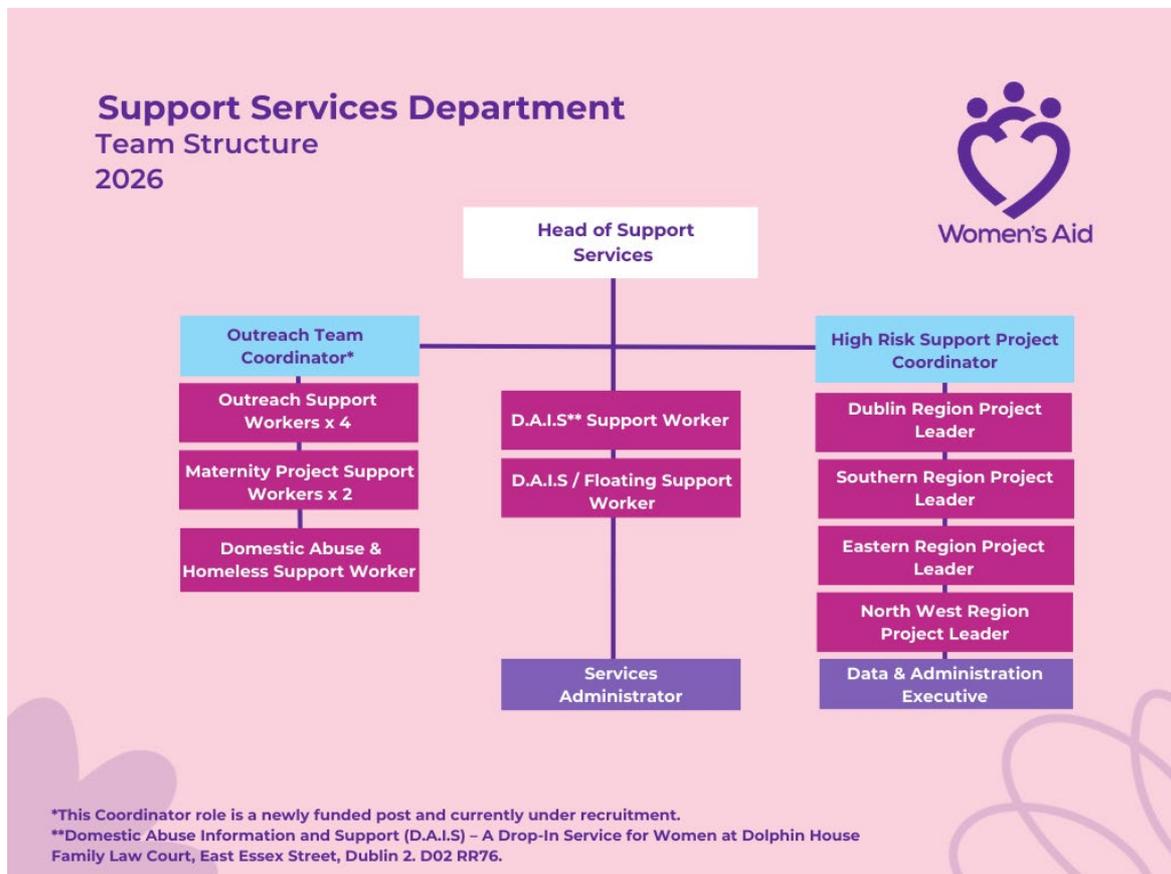
Our vision is an equal Ireland with zero tolerance of all forms of violence against women, including domestic abuse. For more information read our [current Strategic Plan](#).

About the Women's Aid Services Department

The Women's Aid Services Department offers face-to-face supports to women subjected to domestic violence and abuse, through our Dublin based one-to-one casework support, the Domestic Abuse Information and Support Service (D.A.I.S.) in Dolphin House, The Maternity Project Outreach Service and the (nearly) National High Risk Support Project (H.R.S.P)¹. In 2026 we are also embarking on an exciting pilot project with De Paul to enhance supports for women subject to DVA in low threshold homeless services.

¹ This unique project which we operate in partnership with An Garda Síochána and through Memorandums of Understanding (MoUs) with local domestic abuse services currently operates with a project leader in three of the four of the Garda regions: the Dublin Metropolitan region, Eastern Region and Southern regions, with a final roll out to the Northwestern region planned during 2026.

Women’s Aid Services Team Structure



Benefits of Working with Women’s Aid

- **Annual Leave:** Annual leave entitlement is 25 days per annum.
- **Privilege Days:** Good Friday and Christmas Eve.
- **Pension:** Women’s Aid operates a contributory pension scheme which all employees may join from start date of employment in lieu of auto enrolment.
- **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).

- **Parents' Leave:** 9 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.
- **Death in Service Benefit:** Available for all employees to the value of 2 years' salary.
- **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.
- We also offer a range of other supports, including paid leave for employees experiencing **menopause, problematic periods** or subject to **domestic abuse**.
- **Equality and Diversity:** Women's Aid is committed to the promotion of equal opportunities and cultural diversity.
- **Lived experience:** While lived experience as a survivor of domestic abuse is not a requirement for any role in Women's Aid, we welcome applications from suitably qualified individuals with lived experience. Women's Aid will not ask anyone to disclose experiences of abuse, nor ask intrusive questions of those who do.

About the Role

- **Reference:** **HSS2026** (please cite in all communications)).
- **Reports to:** Women's Aid Chief Executive Officer.
- **Contract:** Full Time, Permanent
- **Hours:** Women's Aid's full-time working week is 35 hours (excluding lunch). Core working hours are ordinarily between 8am and 6pm Monday

to Friday, unless a role requires different contracted hours. Flexibility may be required.

- **Location:** This role is primarily based at Women's Aid head office in Dublin 2. Women's Aid operates a Hybrid Working Policy and a % of hybrid working for this role will be considered upon application and following successful induction. All members of the Senior Leadership Team are required to be office based a minimum of 10 days over each fortnight.
- **Salary:** This role sits on the Women's Aid Head of Department Pay Band €56,161 - €80,842 (rate offered will be commensurate to relevant experience, in line with company remuneration policy).

Purpose of the Role

The Head of Support Services manages, develops and supports the following Women's Aid direct services: Dublin based One to One Support and Outreach clinics, Court Accompaniment Service, Dolphin House Drop In Advice Service (DAIS), Maternity Outreach service, the national High Risk Support Project, and any new frontline projects.

The Head of the Services Department also participates and actively contributes as a member of the Senior Leadership Team to the overall smooth operations, growth and strategic development of Women's Aid as a whole.

Duties and Responsibilities

- Manage the work of the department which includes the provision of one to one support at Dublin 2 headquarters and in outreach locations, court accompaniment, the DAIS in Dolphin House, Maternity Outreach, the High Risk Support project, and the pilot DV & homelessness project.
- Identify, innovate and develop enhanced services in line with evolving demands and in keeping with the Strategic Plan.
- Set out clear targets and priorities in an annual (or multi annual as required) Department work plans, in line with Women's Aid strategy.

- Regularly monitor, review and report on the different aspects of the work of the department staff, in line with specific Departmental/project plans and the organisational strategy.
- Ensure work is carried out in line with Women's Aid principles and policies.
- Ensure work is undertaken in line with data protection policies, including regular data removal.
- Regularly supervise and support department personnel, and ensure supervision, support and training needs are met.
- To proactively create opportunities for the Services team to upskill on matters of relevance to callers for example: updates to legislation.
- Ensure accessibility of all services to women from minoritized groups.
- Develop and maintain positive relationships with funders and supporters and ensure all statutory and non-statutory grant requirements are fulfilled and reporting schedules are adhered to.
- To ensure the Services Team efficiently collect and input all required data on the E-Safe system.
- Ensure effective management of systems for reporting all statistical information from the support Services.
- Ensure implementation of employment policies and procedures for all staff.
- Attend meetings, including the following:
 - Meetings with Service Department staff – individual and team
 - Management and Organisational meetings
 - Quarterly partner meetings of the DAIS service and High Risk Support Project
 - Training days
- Provide Department report for Board and Senior Leadership team.
- Work within budgets.

- Document and present the work of the Services Department for the information of funders and other organisations as required, and to support the work of Women's Aid overall.
- Ensure on-going co-operative contact between Services and other departments in Women's Aid.
- To provide direct support to women when required.
- Ensure personnel work to Women's Aid child protection policy and to be a designated liason person (DLP) for Tusla and manage child protection referrals when required

Leadership

- Responsible for leading and developing the Women's Aid Services Department Team.
- As a member of the Senior Leadership Team, ensure the overall smooth running, good governance, accountability and overall compliance of Women's Aid, in conjunction with the Board of Directors.
- Assign, regularly monitor and efficiently manage annual budgets for all Department requirements in close co-operation with the Financial Controller.
- Oversee recruitment, induction, support & supervision, and performance management of team members.
- Ensure staff and volunteers are aware of and adhere to all relevant GDPR and Health and Safety obligations in accordance with organisational policies and procedures, including in relation to home working.
- Support and empower any members of Middle Management in the Department (e.g. Outreach and HRSP Co-Ordinators) to effectively lead the projects for which they are responsible and to support and supervise any employees/interns/volunteers who are their direct reports.
- Provide monthly Department report for the Board of Directors.

- Document and present the work of the Services Department for the information of funders and other organisations as required, and to support the work of Women's Aid overall.
- Encourage and ensure on-going co-operative contact and collaboration between Services and other departments in Women's Aid.
- Proactively engage with other Department Heads and CEO to lead, manage, innovate, and develop the organization in line with its purpose and vision.
- Represent the organisation as appropriate, for example, through membership of relevant interagency groups, public presentations, supporter engagement.
- Participate in regular operational meetings of the Senior Leadership Team.
- Participate in quarterly leadership meetings of the Senior Leadership Team.
- Participate in, and chair on a rotating basis, the quarterly organisational meeting.
- Participate in regular support and supervision including annual appraisal meetings with the CEO.
- Maintain appropriate professional boundaries with external parties and colleagues.
- Uphold the values of Women's Aid.

Other Duties:

- Participate in media interviews in consultation with Head of Strategic Communications and the CEO (optional and subject to provision of media training).
- Provide/facilitate and document training for department staff as required.
- Attend to personal support, supervision and training needs.
- Facilitate team development days as required.

- Support staff to represent the work of the organisation at external events/meetings.
- Attendance at organisational, team and one to one supervision meetings with Line Manager as scheduled.
- To attend internal and external training and events as required.
- To perform other duties appropriate to the job as may be assigned from time to time
- Promote the overall aims and values of Women's Aid.

Competencies and Skills

Essential

- Minimum QQA level 8 in a relevant discipline
- Minimum of 3 years senior management experience including staff support and supervision, ideally in the Community and Voluntary sector
- Experience leading a service working directly with women in vulnerable or complex situations
- High level of knowledge & understanding of the dynamics and impacts of male violence against women
- Knowledge and experience of complex intersectional factors that can impact victims-survivors of domestic abuse.
- Up to date knowledge and experience of child protection issues
- Good knowledge of relevant governance and compliance for charities in all areas including GDPR, Employment Law, Health and Safety.
- Excellent planning, project management and organisations skills including the ability to deliver to multiple priorities whilst retaining a thorough attention to detail.
- Excellent strategic, analytical and evaluation skills.
- Proven record of managing projects, including budgets.
- Experience of interagency work
- Demonstrable ability to flexibly lead, work collaboratively with a team and work on own initiative as required.

- Have excellent interpersonal, written and verbal communication skills
- Excellent time management.
- Strong IT Skills, including experience with data collection and reporting systems.
- People management and leadership skills.
- High level of integrity.
- Results and solutions driven.
- Enthusiastic, warm and friendly manner.

Desirable experience and skills:

- Direct experience of leading a specialist environment with women affected by domestic violence a distinct advantage
- A proven record and strong skills in group work and facilitation
- Proven record of successfully applying for funding.

How to Apply

Application Form: Application forms, clearly referenced **HSS2026** in the subject line, should be sent by email only to **Karen Talbot** at **recruitment@talbotpierce.com**

Please note that only application forms are accepted. CVs will not be considered.

Closing date: 12pm Wednesday March 18th, 2026.

We endeavour to acknowledge receipt of applications within 3 working days. If you have not received an acknowledgement in that timeframe, please contact us again.

Interview schedule: It is anticipated that first round interviews will be held on Wednesday April 1st in person in Dublin 2.

Additional information

Right to work in Ireland: All applicants must have the right to live and work in paid employment in Ireland for a period of at least two years from the date closing date for applications. Verification of this right will be required by Women's Aid.

Personal Identification: It is employer policy to seek personal identification of all employees in the form of a recognised form of photo identification (e.g. passport, drivers' licence or public services card).

Women's Aid has engaged the services of Talbot Pierce Consulting Limited to assist with the recruitment process for this position. We assure applicants that their data will be used only for the purpose for which it is provided to Talbot Pierce, being the effective operation of a recruitment process, specific to the position for which they have applied. Candidate data is shared only between Talbot Pierce and Women's Aid, during the process, which involves screening, shortlisting, other selection methodologies and communication with candidates.

During and after conclusion of the selection process, applicant data will be kept safely and securely, and only for as long as necessary for the effective operation of the recruitment process, and will be retained only by Women's Aid as Data Controller.