

2026

# Women's Aid Recruitment Pack

Outreach Team  
Coordinator – Services  
Department

Women's  Aid



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## Summary

Women's Aid is seeking an experienced, dynamic and motivated Outreach Team Coordinator to join our Services Department Team in 2026.

The Outreach Team Coordinator will play a key role in supporting the Head of Support Services to ensure that the outreach services offered by Women's Aid consistently operate to the highest standards of professionalism and are responsive to the needs of women who use them in a domestic abuse trauma informed manner. The Outreach Team Coordinator will support and supervise the Services Outreach team, including the Maternity Outreach team and De Paul pilot project (DV & Homeless) worker, to ensure the team are empowered in their roles to deliver consistent high quality case management, in adherence to all organisational policies, procedures and practices, including child and data protection, data collection and reporting.

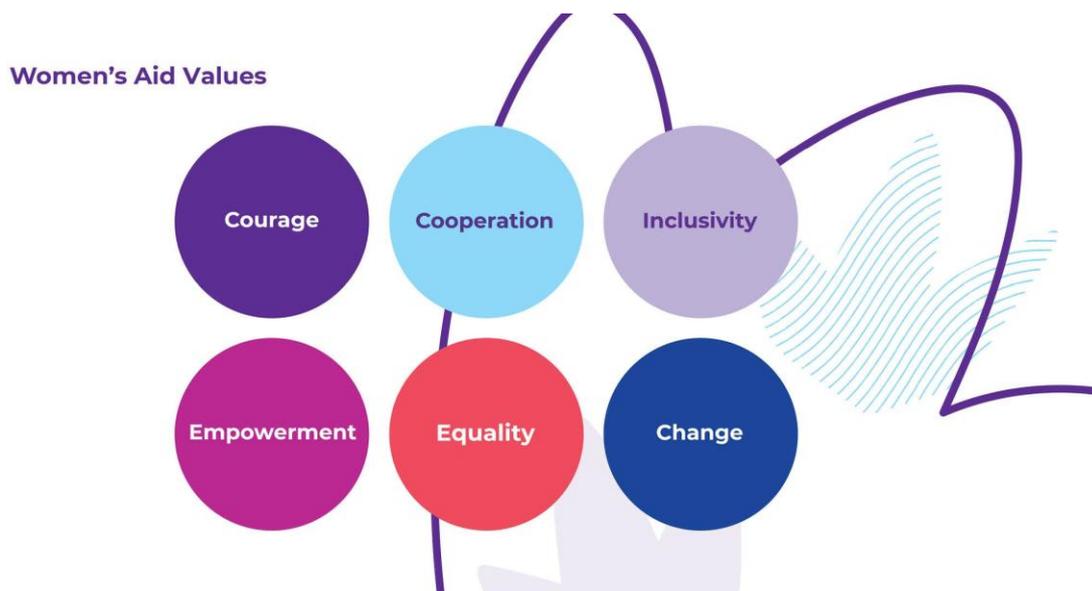
- **Contract:** The contract offered is fixed duration for three (3) years, subject to review thereafter, and this role is full time based on a 35-hour week (excluding lunch)
- **Location:** Working primarily in Women's Aid Head office in Dublin 2, a % of hybrid working arrangements per week may be available on application following successful probation.
- **Salary:** The starting rate for this role is between €55,000 and €60,000 (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 [Lauren.Foley@womensaid.ie](mailto:Lauren.Foley@womensaid.ie) no later than 12pm Friday April 10<sup>th</sup>, 2026. Use reference OTC2026 in all correspondence.

- **Interviews:** Shortlisted candidates will be invited to first round interview, in person, on Tuesday 21<sup>st</sup> April 2026, 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.

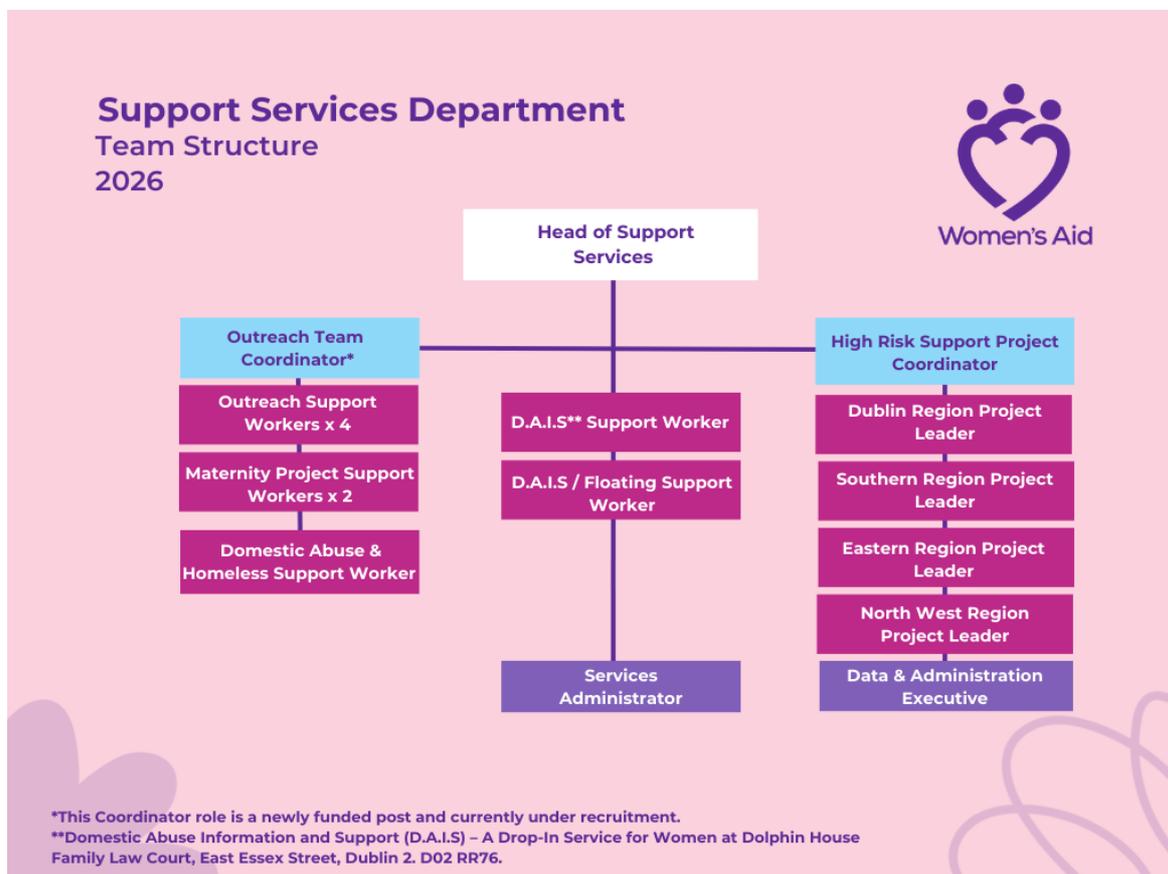
- Strives to embed **inclusivity**, diversity, and accessibility across all our work.
- Supports the **empowerment** of women to exercise agency on their own behalf as a right, whatever their circumstances.
- Believes that achieving **equality** in status, rights and opportunities for all women is essential 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 Family Law Courts, The Maternity Project Outreach Service and the National High Risk Support Project (H.R.S.P). 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.

## Women's Aid Services Team 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).

- **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 people with lived experience of domestic abuse and violence. Women's Aid will not ask anyone to disclose experiences of abuse, nor ask intrusive questions of those who do.

## About the Role

- **Reference:** OTC2026 (please cite in all communications with Women's Aid).
- **Reports to:** Head of Support Services
- **Contract:** Full time. Three-year (36 month) contract.

- **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<sup>1</sup>:** Primarily based at Women's Aid head office in Dublin. Women's Aid operates a Hybrid Working Policy and a % of hybrid working may be considered on application, following successful completion of probation period.
- **Salary:** The starting rate for this role is circa €55,000 - €60,000 (rate commensurate to relevant experience, in line with company remuneration policy). This role sits on the Women's Aid Coordinator Pay Band.

## Purpose of the Role

We are seeking a positive, experienced, and motivated team player to join the Women's Aid Services Department in this important new position. The Outreach Team Co-ordinator will play a key role in supporting the Head of Support Services to ensure that the outreach services offered by Women's Aid consistently operate to the highest standards of professionalism and are responsive to the needs of women who use them in a domestic abuse trauma informed manner. The Outreach Team Coordinator will support and supervise the Services Outreach team, including the Maternity Outreach team and De Paul pilot project (DV & Homeless) worker, to ensure the ensure the team are empowered in their roles to deliver consistent high quality case management, in adherence to all organizational policies, procedures and practices, including child and data protection, data collection and reporting.

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<sup>1</sup> *Women's Aid strives to be fully inclusive, welcoming and where possible accommodating applicants of all abilities. However, it is important to note that unfortunately, our Head Office building is not currently accessible for wheelchair use.*

## Duties and Responsibilities

- Oversee the day-to-day operations, support, supervision, and performance management of the Outreach and Maternity Outreach Teams, as well as the DePaul project worker, using an enabling leadership style that ensures employees are involved, motivated, and accountable.
- Oversee and lead on the case management of Outreach clients, ensuring manageable caseloads, quality service delivery, appropriate case progression and case closure.
- Ensure consistency of practice in terms of client database use by the Outreach Team, ensuring that client related data is recorded fully, accurately, promptly and in line with the organizational Data Protection Policy and GDPR regulations.
- Actively build and maintain positive strategic relationships with other agencies and services to support positive and cooperative responses to women engaged with our outreach services, who may be facing complex intersecting barriers (e.g. immigration, housing, social protection, mental health, and other issues.)
- Represent the organisation in suitable multi-disciplinary forums and networks appropriate to the role – including two CYPSCs within our outreach catchment areas.
- Support Head of Support Services around the ongoing review and development and innovation of Women's Aid Outreach services.
- Provide support cover for the Outreach Service and Domestic Abuse Information and Support Service in Dolphin House if required during leave periods.
- Ensure all Outreach work is carried out in line with Women's Aid strategic values and all company policies, including Women's Aid Child Protection & Vulnerable Adults Policy.

- Act as Deputy Designated Liason person (DLP) for child protection and vulnerable adult referrals: manage, support and guide the team on all child protection referrals, in respect of the Outreach team members.
- Be the initial point of contact for internal and external Subject Access Requests (dealing with the initial information exchanges, e.g. with Gardai and clients). Head of Support Services will review and sign off on any request.
- Ensure excellent communication structures between employees within the Outreach Team, broader Services Department and wider organization.
- Recruitment, with senior management support, of all required staff to support delivery of the Women's Aid Outreach Service
- Support and assist the Head of Support Services, to ensure that all reporting, including funder reporting responsibilities are responded to on time and in full.
- Provide information and observations on issues and trends that are presenting for victim-survivors of domestic abuse to support Women's Aid broader policy and advocacy work.

## **Other Duties:**

- To contribute, through frontline experience, to the development of organisational strategies to combat domestic violence, to effect political, social and cultural change, in line with Women's Aid's Purpose.
- Attendance at regular organisational, team and one to one supervision meetings with Line Manager as scheduled.
- To attend internal and external training and events as required.
- Attend and actively contribute to Services Department planning sessions and develop, maintain and utilize own work-plans.
- Ensure annual removal of relevant client data on a scheduled basis in line with GDPR requirements.

- To perform other duties appropriate to the job as may be assigned from time to time by the Head of Support Services.
- Promote the overall aims and values of Women's Aid at all times.

## Competencies and Skills

The ideal candidate will have the following qualifications, experience and competencies.

### Essential

- A qualification in the field of social care or other relevant academic training (NFQ/QQI level 7 or higher).
- Experience as an effective leader, with strong support and supervision experience: a minimum of 1 year in a supervisory role, ideally of employees working in a frontline role.
- A minimum of three years working in the domestic violence sector in a frontline service delivery role.
- Experience in assessing risk with women and safety planning.
- Excellent case management knowledge and experience.
- Detailed knowledge of family law, and other legal options for women subjected to domestic abuse, including relevant civil and criminal court procedures in Ireland.
- Knowledge of, and direct experience with, Children's First child protection legislation and reporting requirements.
- Strong administration skills (reporting, drafting letters, effective admin organisation).
- Excellent IT experience and skills: Microsoft word packages, Salesforce database entry and reporting (knowledge of the E-Safe database system an advantage).
- Direct knowledge and experience of applying GDPR requirements for frontline services.

- Strong interest in gender equality and commitment to achieving zero tolerance of domestic abuse and all forms of violence against women.

## **Desirable**

- Experience working co-operatively with other services, including statutory bodies, and in relationship building.
- Understanding of homeless and housing policy and services.
- Knowledge and understanding of additional barriers and challenges that can be faced by some women in accessing support due to immigration status, addiction, disability and other factors.

## **Competencies:**

- Excellent verbal and written communication skills.
- Proven ability to work well as part of a dynamic team.
- Proven ability to adopt a reflective approach to work, with a focus on self-care and employee well-being.
- Demonstrable ability to employ strategies to ensure resilience in the face of obstacles or challenge.
- Ability to work efficiently on one's own, and to seek support and guidance in a timely manner when needed.

## **How to Apply**

**Application Form:** Application forms, clearly referenced OTC2026 in the subject line, should be sent by email only to Lauren Foley at [Lauren.Foley@womensaid.ie](mailto:Lauren.Foley@womensaid.ie)

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

**Closing date:** 12pm Friday 10<sup>th</sup> April 2026.

**Interview schedule:** It is anticipated that first round interviews will be held in person on Tuesday 21<sup>st</sup> April at 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).