

2026

# Women's Aid Recruitment Pack

Information and  
Support Worker:  
Domestic Abuse  
Support & Information  
Service

Women's  Aid



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## Summary

Women's aid is seeking an experienced, dynamic and motivated **Information and Support Worker** to join our Support Services Department Team in 2026.

The Information and Support Worker will work as a part of the Women's Aid Services Team, and in collaboration with the Inchicore Outreach Service to deliver our vital drop-in Domestic Abuse Information and Support (DAIS) service in Ireland's largest family law courts building Dolphin House.

The Information and Support Worker will be responsible for meeting with women, providing immediate information and support, and acting as a referral point to domestic violence and other services for ongoing support. They will be responsible for the coordination of the service in partnership with the Inchicore Outreach Service, and work in close cooperation with peers and court personnel. The worker will also be responsible for data gathering and collating information about the service for Women's Aid, and ongoing development and delivery of a high-quality service with the oversight of the Head of Support Services.

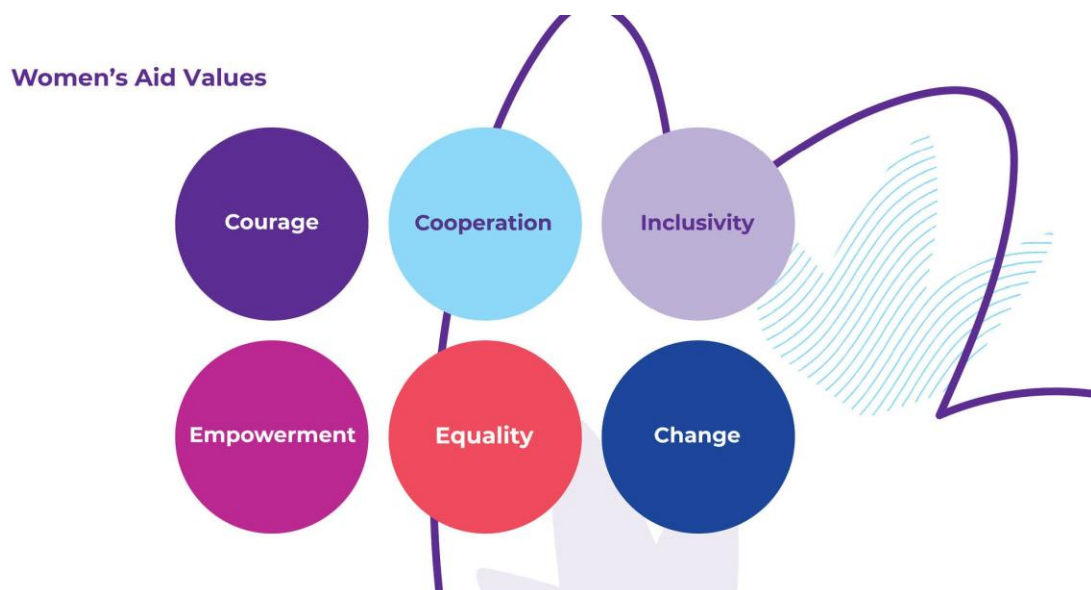
- **Contract:** The contract offered is an initial two year fixed term contract (subject then to review), and this role is part time based on a 21-hour week (excluding lunch) which will comprise three full days of work on Mondays, Tuesdays and Fridays, with an additional three hour paid participation in the monthly Services Team Support Meetings on a Thursday afternoon.
- **Location:** Working primarily in the Women's Aid Domestic Abuse Information and Support service (DAIS) in Dolphin House Family Law Courts, Essex Street, Dublin 2 with monthly attendance for meetings in Women's Aid Head office at 5 Wilton Place, Dublin 2.

- **Salary:** The starting rate for this role is circa €34,891 - €47,300 (rate commensurate to relevant experience, in line with company remuneration policy). This role sits on the Women's Aid DAIS/Outreach Support Worker Pay Band €34,891 - €59,710.
- **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 midday (12pm) Thursday 11<sup>th</sup> June 2026. Use reference **DAIS2026** in all correspondence.
- **Interviews:** Shortlisted candidates will be invited to first round interview on Friday June 29<sup>th</sup>, in Dublin 2\* (\*date may be subject to variation)

## 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:

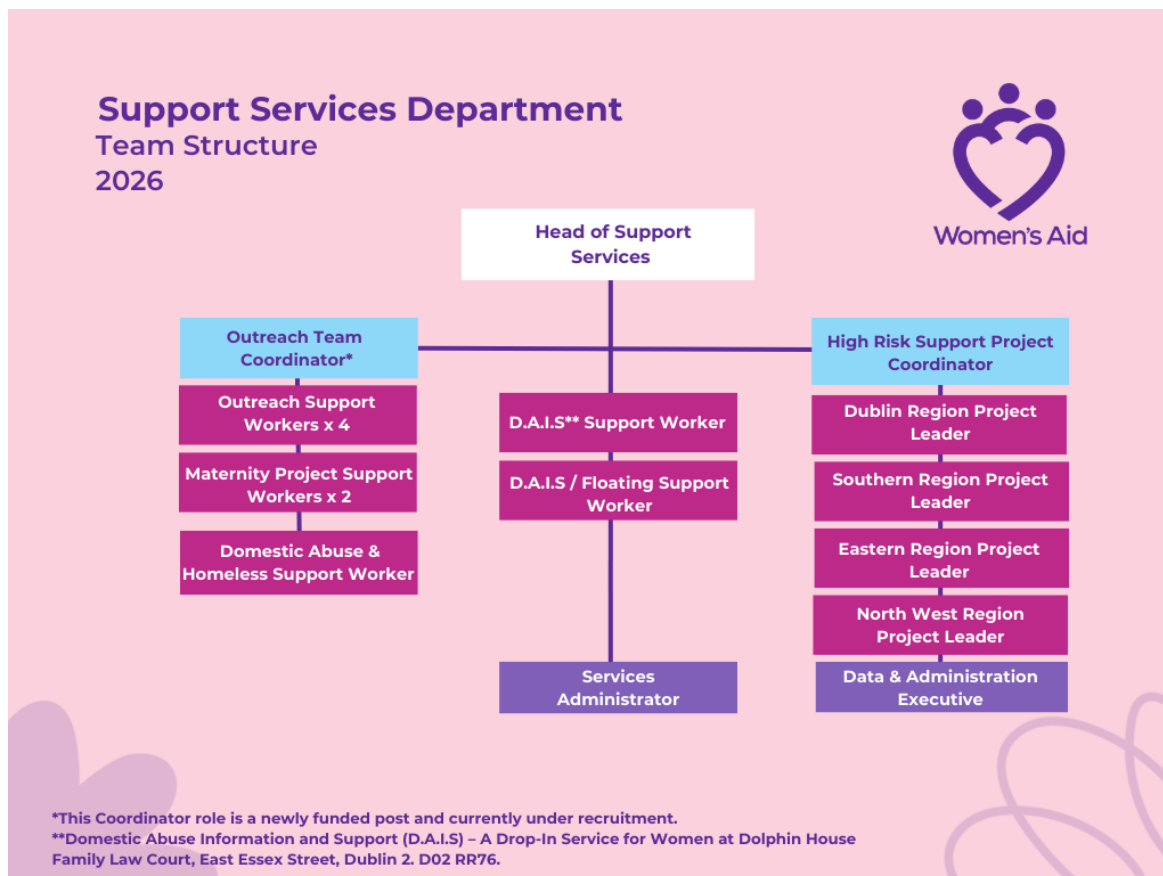
- Acts with **courage** to boldly challenge patriarchal systems, structures, and attitudes in all aspect of our work.
- Works in **co-operation** to share knowledge, skills, and expertise to achieve shared goals and improve responses to domestic violence and abuse.
- Strives to embed **inclusivity**,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

The Support 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 (D.A.I.S.) in Dolphin House, The Maternity Project Outreach Service and the High Risk Support Project (H.R.S.P). in 2026 we are embarking on an exciting pilot project with De Paul Ireland to enhance supports for women subject to DVA in low threshold homeless services.

## Support 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:** DAIS2026 (please cite in all communications with Women's Aid).
- **Reports to:** Head of Support Services.
- **Contract:** Two years fixed term (subject then to review)

- **Hours:** 21 hours per week. Three full days: Monday, Tuesday and Friday (9am-5pm) and an additional 3 hours (paid) to attend the monthly Services Team Meetings on a Thursday afternoon. Flexibility may be required.
- **Location<sup>1</sup>:** Working primarily in the Women's Aid Domestic Abuse Information and Support service (DAIS) in Dolphin House Family Law Courts, Essex Street, Dublin 2 with monthly attendance for meetings in Women's Aid Head office at 5 Wilton Place, Dublin 2.
- **Salary:** The starting rate for this role is circa €34,891 - €47,300 (rate commensurate to relevant experience, in line with company remuneration policy). This role sits on the Women's Aid DAIS/Outreach Support Worker Pay Band €34,891 - €59,710.

## Purpose of the Role

Information Support Workers provide support and information to women subjected to domestic abuse and explain how the court works.

This includes:

- Information on legal options, including legal aid if applicable.
- Assistance to navigate the processes required to make applications for safety, access, custody or maintenance, as required.
- Immediate safety planning
- To act as a key referral, point for women to other specialist domestic violence services, or other services as appropriate (Gardai, Legal, Immigration, Housing etc..) as appropriate for ongoing support to meet their needs.
- To work with the courts personnel to continue to promote the service.

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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.

- To work closely with the Head of Support Services, and wider Services Team for ongoing management, review and development of the service.
- To promote the overall aims and values of Women's Aid.

## **Duties and Responsibilities**

- To run the service in line with established policies and memorandums of understanding with the Courts Service and the Inchicore Outreach Service.
- To see women who drop in to the Domestic Abuse Information and Support Services to provide an immediate support, information and referral service.
- To safety plan with women.
- To offer information and assistance in relation to legal options, including legal aid and undertaking court proceedings as appropriate.
- To liaise with and develop links with a range of personnel to promote the service e.g. Courts, Gardai, Solicitors.
- To work in cooperation with peer colleagues in Women's Aid and Inchicore Outreach staff in operational delivery of the drop-in service.
- To participate in quarterly meetings with Women's Aid, Inchicore Outreach and key Courts staff, or as required to ensure the smooth running of the service.
- To participate in other relevant meetings for maintenance and development of a high quality and effective drop-in service.
- To document details of women using the service and to provide data to the Head of Support Services and administrator, in line with data collection and data protection policies and procedures.
- To ensure that the service operates in line with Child Protection and Safeguarding obligations including reporting requirements as required.
- To monitor and maintain office stationery, and other supplies required to deliver the service effectively, including prompt and timely requests to Women's Aid Business Support team to order same.

- To write reports for Women's Aid management and Board –these should include work carried out, progress on the project and analysis.
- To write other reports and maintain records and prepare statistics as required.
- To provide information and observations on emerging trends to support policy work Women's Aid is working on more broadly.

## **Other Duties:**

- 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 by the Head of Support Services.
- Promote the overall aims and values of Women's Aid.

## **Competencies and Skills**

### **Essential skills/experience**

- A qualification in the field of social care or other relevant academic training (NFQ/QQI level 7 or higher).
- A minimum of two 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).

- Strong 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.
- Knowledge of, and direct experience with, Child Protection legislation and reporting requirements.
- High level of knowledge & understanding of male violence against women and a gendered analysis of domestic violence and abuse.
- Strong interest in gender equality and commitment to achieving zero tolerance of domestic abuse and all forms of violence against women.

### **Desirable skills/experience:**

- Direct experience working co-operatively with other services, including statutory bodies, and in relationship building and maintenance.
- Knowledge and understanding of additional barriers and challenges that can be faced by some women, who have suffered abuse, in accessing support due to immigration status, addiction, disability and other factors.

### **Competencies:**

- Excellent verbal and written communication skills.
- Proven ability to work well independently in a dynamic, fast paced environment.
- Ability to work effectively as part of a team.
- Proven ability to adopt a strengths based and empowering model of support delivery in practice.
- Demonstrable ability to employ strategies to ensure resilience in the face of obstacles or challenge.
- Ability and experience of maintaining appropriate boundaries with colleagues and clients
- Ability to work efficiently on one's own, and to seek support and guidance in a timely manner when needed.

- Innovative and positive attitude to problem solving.
- Highly organised and able to prioritise work demands effectively.
- Demonstrable ability to manage and preserve confidentiality.
- Proven experience and ability to work collaboratively, develop and sustain strong positive partnerships with internal colleagues and external statutory and non-statutory agencies/services.

## How to Apply

**Application Form:** Application forms, clearly referenced **DAIS2026** 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:** Twelve Midday (12pm) Thursday June 11th.

**Interview schedule:** It is anticipated that first round interviews will be held on Friday June 29th 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).