

2026

# Women's Aid Recruitment Pack

## Outreach Support Worker

Women's  Aid



## Table of Contents

|   |    |
|---|----|
| Summary .....   | 2  |
| About Women's Aid.....  | 3  |
| About the Women's Aid Support Services Department .....                 | 4  |
| Support Services Department Team Structure .....                        | 5  |
| Benefits of Working with Women's Aid .....                              | 5  |
| About the Role.....   | 6  |
| Purpose of the Role.....  | 7  |
| Job Description and Person Specification: Outreach Support Worker ..... | 7  |
| Experience and Skills.....  | 9  |
| How to Apply.....   | 10 |
| Additional information .....  | 11 |

## Summary

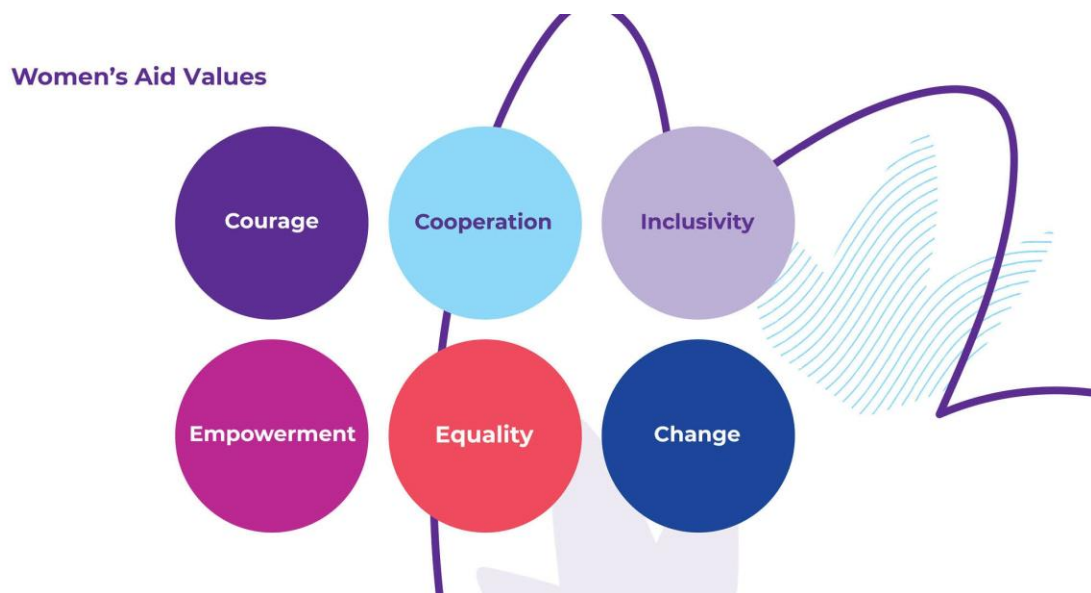
Women's aid is seeking an experienced, dynamic and motivated Outreach Support Worker to join our Support Services Team in 2026, to provide direct support, information, court accompaniment and an advocacy service to women who experience or have experienced abuse by a current or former intimate partner. To contribute to the co-ordination and development of strategies to combat domestic violence and abuse at a local level and to effect political, social and cultural change.

- **Contract:** The contract offered is Permanent and this role is Full Time based on a 35-hour week (excluding lunch)
- **Location:** Primarily based at Women's Aid head office in Dublin 2 but also working in an outreach capacity in suitable community locations throughout Dublin.
- **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 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 Noon (12pm) Wednesday July 1<sup>st</sup>, 2026, Use reference 2026OSW in all correspondence.
- **Interviews:** Shortlisted candidates will be invited to in person first round interview on Friday July 17<sup>th</sup> 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.

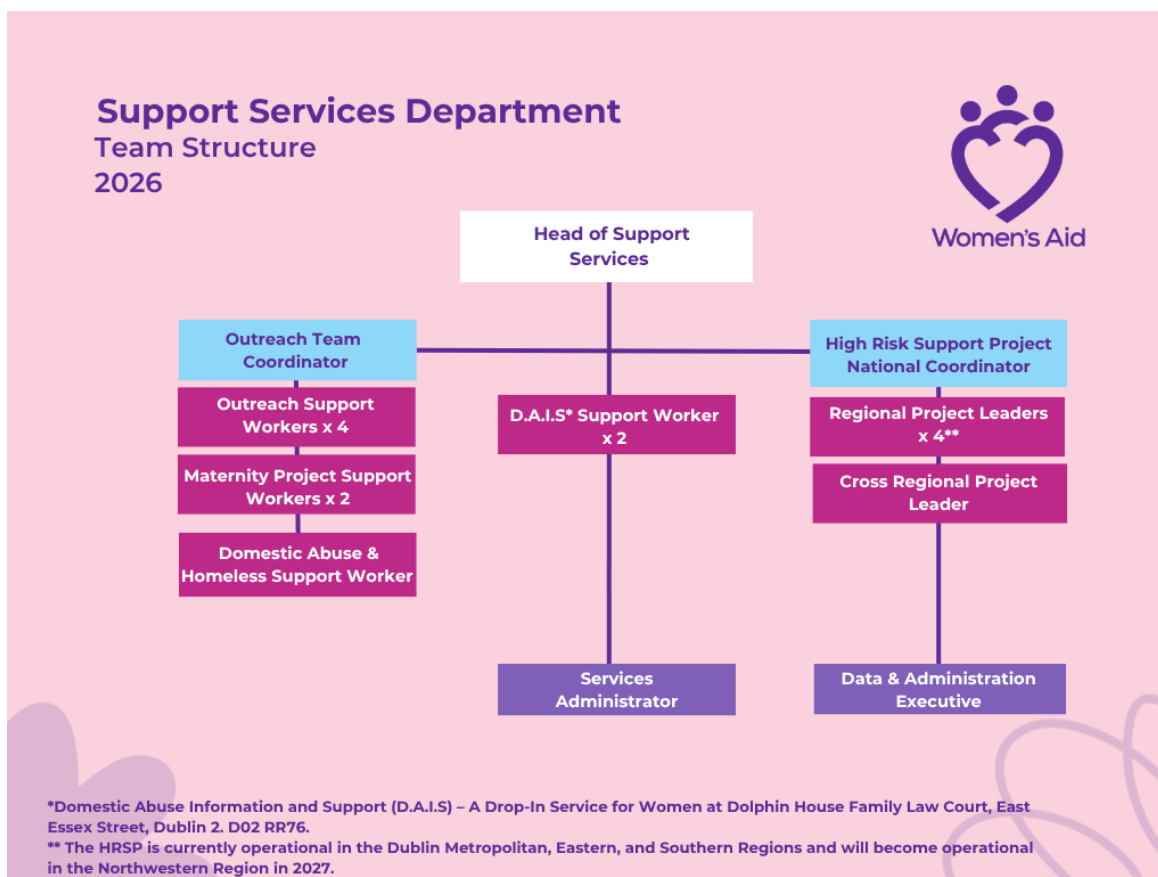
- Strives to embed **inclusivity**, diversity, and accessibility across all our work.
- Supports the **empowerment** of women to exercise agency on their own behalf as a right, whatever their circumstances.
- Believes that achieving **equality** in status, rights and opportunities for all women is essential 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 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 Department 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:** 2026OSW (please cite in all communications with Women's Aid).
- **Reports to:** Outreach Team Coordinator
- **Contract:** Permanent

- **Hours:** Full time. 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 2 but also working in an outreach capacity in suitable community locations throughout Dublin.
- **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 Outreach Support Worker Pay Band €34,891 - €59,710.

## Purpose of the Role

We are seeking a positive, pro-active, and motivated team player to provide direct support, information, court accompaniment and an advocacy service to women who experience or have experienced abuse by a current or former intimate partner. To contribute to the co-ordination and development of strategies to combat domestic violence and abuse at a local level and to effect political, social and cultural change.

## Job Description and Person Specification: Outreach Support Worker

### MAIN DUTIES

- To work with women who are subjected to domestic abuse at a variety of agreed locations offering support, information and advocacy. This

---

<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.

includes meeting with women at Women's Aid headquarters in Dublin 2, and working off site, with women at outreach locations in Dublin.

- Undertake risk assessments in conjunction with women, and support the development of safety planning strategies to fit their priorities and circumstances.
- To provide a court accompaniment service.
- To advocate on behalf of women to other relevant agencies, including providing letter or reports, as appropriate.
- To record and report service related data in a timely and accurate manner, adhering to data collection policies and procedures, including correct use of the E-Safe Database.
- To liaise and develop links with appropriate agencies for the purpose of referral, information and mutual support. E.G. Gardai, legal professionals, healthcare professionals, specialist services.
- To understand and adhere to the duties and responsibilities under Children First and Women's Aid Child Protection policies.
- To attend monthly support and supervision sessions with the Outreach Team Coordinator and to attend monthly external supervisor.
- To participate in internal team and organizational meetings, as a member of the Services Team.

## **Occasional Duties**

- Support cover for the Domestic Abuse Information and Support Service in Dolphin House as required.
- To contribute, through frontline experience, to the development of organisational strategies to combat domestic violence to effect political, social and cultural change.
- Attend internal or external training as requested.
- Attend Services Department planning sessions and maintain and utilize own work-plans.

- To participate on multi-disciplinary groups and with local agencies in an awareness raising and influencing capacity.
- Present the work of the Women's Aid Services Team in information sharing forums.
- Uphold Women's Aid values at all times.

## **Experience and Skills**

### **Essential**

- 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 frontline service delivery role.
- Experience in assessing risk and safety planning with women.
- Detailed knowledge of family law and legal options available for women, including court procedures.
- Knowledge and experience of implementing GDPR requirements for frontline services.
- Knowledge and experience of adhering to Child Protection legislation and reporting requirements.
- A full, clean drivers licence and access to own vehicle, when required.
- A feminist/gendered analysis of domestic abuse.

### **Highly Desirable**

- Experience in court accompaniment
- Experience advocating on behalf of women.
- Strong admin skills (reporting, drafting letters, inputting data)
- Experience working co-operatively and relationship building with other services.
- Understanding of housing policy and services
- General knowledge of immigration regulations and migrant services

## 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.
- 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.

## How to Apply

**Application Form:** Application forms, clearly referenced **2026 OSW** 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:** Noon (12pm) Wednesday 1<sup>st</sup> July 2026

**Interview schedule:** It is anticipated that first round interviews will be held in person on Friday 17<sup>th</sup> July 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).