

2024

Women's Aid Recruitment Pack

24hr National
Freephone Helpline
Panel Support
Worker

Women's  Aid



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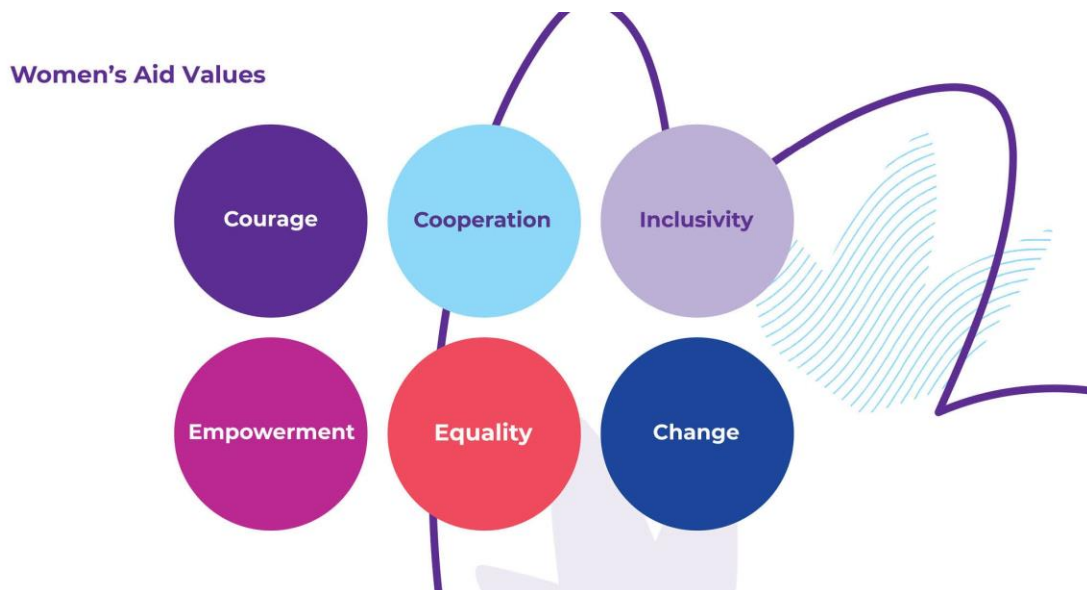
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Introduction

We are looking to recruit a Panel Support Worker to provide support and information to women experiencing abuse in intimate relationships on the Women's Aid National Freephone Helpline, online Instant Messaging Support Service (IMSS), Text and Email support, and to assist in ensuring maintenance and fulfilment of the responsibilities of the Helpline Service Department.

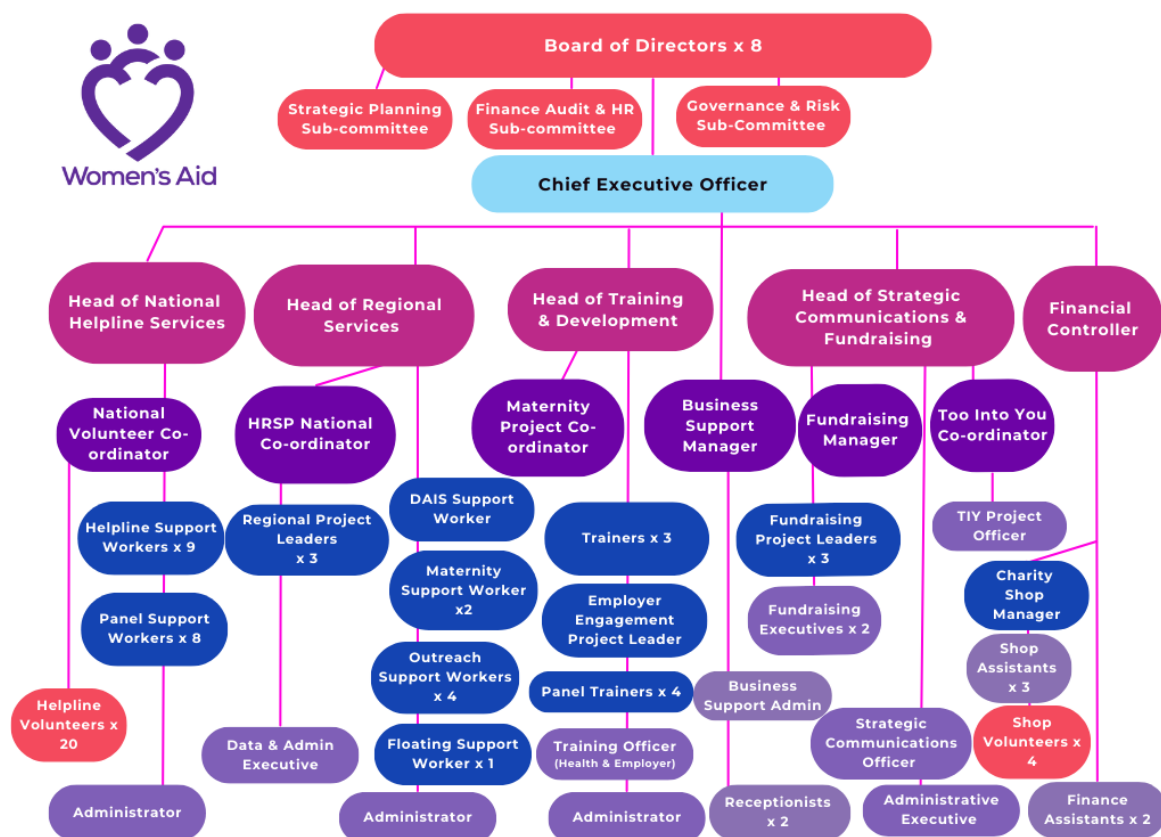
About Women's Aid

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 our [Women's Aid Statement of Strategy 2022-2024](#).

Women's Aid Organisational 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), but for employees who do not have 1 years' service, the

organisation will consider paying up to 50% of an employee's salary for up to 26 weeks, less social welfare benefits if they are entitled to this.

- **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.
- **Menopause Leave:** A policy including paid leave provision is in place for eligible employees.
- **Employee Assistance Programme:** Women's Aid provides an extensive employee assistance programme operated by Peninsula.
- **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.
- **Equality and Diversity:** Women's Aid is committed to the promotion of equal opportunities and cultural diversity.

About the Role

Reference NFHPSW10.2024

Reports to: Head of National Helpline Services

Location: Women's Aid, 5 Wilton Place, Dublin 2 - Remote working, and office based when required (as per Blend Working Policy)

Hours: Panel Support Worker hours are required for covering annual leave/sick leave/team and reflective practice meetings and/or training. Flexibility of availability is required as the hours are based on our 24 hours roster, 7 days per week, excluding lunch breaks.

Contract: 12-month fixed term temporary contract.

Salary: Women's Aid Helpline Panel Support Worker Pay Band - €34,233 - €48,465, commensurate with experience and available budget

Purpose of the Posts:

To provide support and information to women experiencing abuse in intimate relationships on the Women's Aid National Freephone Helpline, online Instant Messaging Support Service (IMSS), Text and Email support, and to assist in ensuring maintenance and fulfilment of the responsibilities of the Helpline Service Department.

Main Duties:

- To respond efficiently and effectively to the service user's needs of the National Freephone Helpline, IMSS, text and email contacts.
- To support and empower women experiencing abuse in intimate relationships by providing assistance and information on all their options including legal, financial, housing and making appropriate referrals where necessary.
- To maintain accurate and relevant records through all medium of contacts; input data while on shift, and record trends and communicate same to Head of National Helpline Services, where necessary.
- To provide support to Helpline volunteers on issues relating to Helpline/IMSS/Email contacts, as required.
- To assist in the maintenance and inputting of Helpline/IMSS/Text/Email statistics, as and when required.
- To keep up to date with relevant information in relation to the position (e.g. legal or policy updates/changes, and relevant changes to services which the Helpline make referrals to) and communication of same to the Head of National Helpline Services, where necessary.

- To assist in the smooth running of the National Freephone Helpline department services, while on shift.
- To work effectively and collaboratively as part of a team while on shift.
- To always undertake your role in a professional manner maintaining a high-quality standard of work, and to always work in accordance with the vision, purpose, and values of Women's Aid.
- To work collaboratively with the Head of National Helpline Services in the maintenance of the National Freephone Helpline 24-hour services.

Occasional Duties:

- To liaise with external agencies on behalf of our service users, when required.
- To work flexible hours at certain times of the year based on service demands (e.g. Christmas/other holidays) or at the request of the Head of National Helpline Services.
- To attend one to one supervision with the Head of National Helpline Services, as required.
- To attend team, organisational and other meetings, as requested.
- To engage occasionally with colleagues other Departments (e.g. Strategic Communications, Training, CEO) in identifying and sharing themes and issues which arise on the Helpline in support of the organisations overall Social Change work.
- To contribute positively to the delivery of the Women's Aid Strategic Plan, and to embody the Values of the organisation.
- To attend internal training as requested.

The above list is not exhaustive; additional areas of responsibility may be added over time.

Competencies:

- Solves team related problems in collaboration with the rest of the National Helpline team, where appropriate.
- Within defined limits uses own discretion to evaluate whether consultation with colleagues and/or HL manager, as necessary.
- Embraces change as an opportunity, not a problem.
- Makes prompt, timely decisions of a non-routine nature after considering all relevant factors and outcomes.
- Expresses ideas and objectives of work effectively in both written and verbal communication.
- Excellent verbal communication both internally and externally, where required.
- Explain and support the organisation's key policy positions externally to individuals, organised groups, and other agencies when appropriate.
- Provides important information, quickly, clearly, and accurately to relevant people.
- Actively listens to ensure understanding.
- Acknowledges and addresses issues in an honest, open, and non-judgemental manner.
- Shares successes with team members.
- Responds constructively to suggestions, debriefs and supervision.
- Follows through on tasks assigned.
- Maintains the highest standards of professional behaviour and performance and works to ensure due care and discretion is

exercised particularly during regular contact with service users and other external parties.

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Knowledge, Skills and Experience:

Essential

- 1 year experience of direct working with and supporting women experiencing abuse in intimate partner relationships.
- 3rd level qualification (Level 7 - Social Care/Psychology or similar).
- Proficient use of IT required for the role i.e. MS Office, MS teams, Sharepoint, and Database experience.
- Have a clear understanding of a gender analysis of violence against women.
- Knowledge, acceptance and implementation of organisation policy and ethos.

Highly Desirable

- Completion of Women's Aid Helpline training.
- Proficient use of IT required for the role i.e. MS Office, MS teams, Sharepoint, and database experience.
- Multi-channel use supporting service users over Helpline, Instant Message Support, Text Message and Email.

- Knowledge of intersectional barriers and options available for women from a range of backgrounds including (but not restricted to) migrant, disabled, Traveller and Roma women.
- Good knowledge of the Irish social welfare, housing, and other relevant systems.

How to Apply

Submit your interest by completing the application form.

Application Form: Application forms clearly referenced **NFHPSW10.2024** in the subject line, should be sent by email only to Isabelle Griffin on isabelle.griffin@womensaid.ie CVs will not be considered.

Closing date: 5 p.m. Thursday, 17th October 2024.

Interview schedule: It is anticipated that the first round of interviews will be expected to take place Tuesday 5th November 2024.

Data Protection: *All applications are confidentially processed and retained in accordance with the Women's Aid data protection policy. Applications of unsuccessful candidates will be deleted after 15 months.*