



Refuge Coordinator

Candidate Briefing Document

August 2024

Organisational Background

Teach Tearmainn is a non-profit organisation with charitable status dedicated to serving women, with or without children, who are in or have experienced domestic abuse.

Established in 1999, Teach Tearmainn is the only specialised dedicated service working to address the issue of domestic violence and abuse in County Kildare, building a significant body of experience and expertise surrounding these issues over the years.

Teach Tearmainn's services are free of charge, confidential and based on an empowerment model, where support and information are provided to empower women to make their own decisions for themselves and their children. Teach Tearmainn works to help women make informed decisions around their safety and emotional wellbeing and that of their families. Teach Tearmainn's approach ensures that the involvement and input of the women they serve, stakeholders and the community are continually sought.

Teach Tearmainn's refuge was opened in 2014 and since then the service has grown and developed. The refuge has 4 self-contained apartments providing crisis care accommodation to women and children fleeing domestic violence and abuse. The Safe Homes Service was opened in 2022. We currently have 2 Safe Homes located in the community that provide short term accommodation to women and children who have experienced domestic violence and abuse but who are deemed lower risk than those in need of refuge accommodation. The Refuge and Safe Home service is a core element of the work of the organisation. Teach Tearmainn's Refuge also provides support to women via helpline, which is also operated from the refuge, 24 hours a day, 7 days a week.

Mission: To meet the needs of women and children experiencing Domestic Violence and Abuse, by providing inclusive, supportive and confidential services that empower women and children to live life without fear

Vision: A world where women and children have the right to be and feel safe and happy.

Values: Empowerment, Non-Judgemental, Trust, Empathy, Women & Children-Centred, Respect, Hope.

Staff Structure: Teach Tearmainn currently have approximately 23 staff members

Governance: Teach Tearmainn is governed by a Board who are responsible for the organisation achieving its strategic aims, remaining commercially viable and overall governance of the organisation. The Board is currently chaired by P. Tyrrell and is comprised of 4 members.

Purpose of the Role

Teach Tearmainn's Refuge is a 24/7, 365 emergency refuge for women and child victims of domestic abuse providing accommodation, support and advocacy.

As the Refuge Service Coordinator, you will be a key member of the Teach Tearmainn Services Management Team, reporting to the Head of Services. You will be responsible for the day-to-day operations of the refuge, safe home and helpline service, overseeing case management and line managing the Refuge and Helpline support team

The Position

Title	Refuge Coordinator
Reporting to	Head of Services
Direct Reports	Refuge & Helpline Support Team
Place of Work	Kildare Town primarily (and Naas)
Working Hours	37.5 hours per week Monday to Friday, 9am-5:30pm
On-Call:	On-Call duty will be assigned to the Refuge Coordinator two weeks out of every month.

Role Summary

The Refuge Coordinator will be responsible for coordinating the day-to-day operations of Teach Tearmainn's Refuge, Safe Homes and Helpline Service. The Refuge Coordinator will play a key role in leading and driving standards for the delivery of high-quality domestic abuse interventions and supports. The Refuge Coordinator will be responsible for ensuring that the needs of clients are central to the work in the refuge, helpline and safe home service and in line with sectoral best practice standards. Teach Tearmainn, as part of its strategic plan intends to grow and expand our accommodation services, including refuge in the coming years. It will be the responsibility of the Refuge Coordinator to oversee the ongoing day to day management of its services in our current offering as well as into the future.

The Refuge Coordinator is a member of the Management Team reporting to the Head of Services. The management team which is being developed will provide strategic leadership and management oversight to safeguard quality service delivery and support to women and children who are experiencing domestic violence and abuse.

It will also be the responsibility of the Refuge Coordinator to foster an atmosphere of Respect and Dignity at work for all staff through the line management and support and supervision of staff. In addition to the above, the Refuge Coordinator will have responsibility for coordinating the on-call service (emergency response to the Refuge Team) and is required to be a member of the On Call Team. This means you will be on a roster to be on call outside of office hours two weeks out of every four weeks. Payment for this is separate to the core salary.

Principal Duties and Responsibilities

Service Coordination

- Oversee and coordinate service delivery at Teach Tearmainn's Refuge, prioritizing the safety and needs of women and children under an empowerment model.
- Lead and manage the Refuge staff, ensuring alignment with the organization's vision, mission, and strategic direction.
- Implement and continuously develop policies, procedures, and practices to maintain high standards of service delivery in line with sector best practices.

Quality Standards

- Ensure adherence to Teach Tearmainn's quality standards, monitoring and evaluating evidence-based supports and interventions provided to clients.
- Represent Teach Tearmainn at external forums as needed.
- Ensure staff compliance with legal and organizational health and safety policies, including timely incident reporting.

Operations & Staff Management

- Line manage staff, including supervision, performance reviews, and professional development, ensuring effective team meetings and clear communication.
- Identify and address training needs in collaboration with HR and Head of Services.
- Oversee recruitment, induction, and training of support staff with the Head of Services/HR Manager.
- Maintain and manage the Refuge and On-Call Rotas to ensure adequate staffing levels.

Client Engagement and Support

- Manage client referrals and oversee case management, ensuring adherence to all organizational policies and procedures.
- Facilitate inter-departmental collaboration to support client needs and continuous service improvement.
- Ensure that the Refuge and Safe Homes are safe, welcoming, and child and family-centered environments.

Health and Safety

- Ensure compliance with health and safety standards across the Refuge and Safe Home sites, ensuring that both staff and clients understand and adhere to these procedures.
- Oversee and resolve any maintenance issues that arise to ensure that clients and staff are safe.

Information Management

- Ensure accurate data collection and reporting in accordance with Data Protection legislation, and that all staff utilize organizational software/database systems as required.
- Regularly produce and present reports to the CEO and Head of Services.

Stakeholder Engagement & Interagency Work

- Build and maintain relationships with relevant stakeholders to achieve better outcomes for women and children experiencing domestic violence.
- Professionally represent Teach Tearmainn in alignment with the organization's strategic goals and values.

Budget and Financial Management

- Develop and monitor the annual service budget in consultation with the Head of Services.

General Duties

- Perform additional duties as assigned by the CEO.
- Participate in the on-call team, providing support during emergencies or critical incidents, two weeks out of every four.
- Foster a positive working environment, ensuring respectful and professional interactions among staff and service users.
- To undertake on call duties two week in every four weeks as part of the on-call team to support the refuge and helpline staff in case of emergency or critical incident outside of office hours.
- To ensure a positive working environment is maintained in the refuge with all staff engaging positively and respectfully with all service users and staff members alike.

These duties are a general guide to the responsibilities of the Refuge Coordinator. They are neither definitive nor restrictive. The post-holder may be required to undertake other duties commensurate with the post.

Person Profile

This role requires an exceptional individual who wants to make a difference. You will have proven experience of motivating staff as well as strong interpersonal and demonstrable management and coordination skills. The post holder must be passionate about providing the highest levels of support services to women and children who have experienced domestic violence and abuse and must have an excellent knowledge of domestic violence issues and experience of working in gender equality, a domestic violence service or another relevant setting.

Core Competencies and Skills Summary

Criteria	Essential	Desirable
Minimum of a BA in applied social studies e.g., social care or social studies and must be working as a qualified practitioner for more than 5 years	✓	
Minimum 3 years' relevant experienced with line management including case management experience.	✓	
Minimum 3 years' experience of working with victims of domestic abuse	✓	
Full clean drivers licence and access to a car	✓	
Clear understanding of domestic abuse including challenges that women and children experience as a result	✓	
Thorough knowledge of procedures and practices relating to the Safeguarding of Women, Children and Young People.	✓	
Ability to direct and support staff in developing and implementing and reviewing work plans	✓	
Effective at providing ongoing support and supervision to frontline staff	✓	
Very knowledgeable on legal, housing and social welfare issues	✓	
Ability to work directly with vulnerable clients who have experienced domestic violence and abuse	✓	
Experience of Salesforce and other CRM systems and have the ability to review data quality and produce detailed reports when required	✓	
Excellent time management skills including the ability to work to tight deadlines	✓	
Passion for Teach Tearmainn's values and mission	✓	
Project management in a social care setting		✓
Previous experience working with children at risk		✓
Experience working with people with substance abuse or mental health difficulties		✓
Evidence of designing/participating in the evaluation of projects, programs or services		✓
Experience representing an organisation at local level in policy or stakeholder engagement contexts.		✓
Experience providing domestic violence interventions in a one to one and group setting		✓

Knowledge & Skills	Essential	Desirable
Excellent understanding of domestic violence and abuse and its impact on women and children	✓	
Good knowledge of child protection and welfare systems	✓	
Excellent knowledge of health and safety requirements relating to social care including accommodation based services.	✓	
Knowledge of relevant rights entitlements and legislation applicable to victims of domestic violence and abuse	✓	
Knowledge of national and international policies and frameworks relating to the provision of domestic abuse support services	✓	
Ability to manage, lead and inspire teams	✓	
Excellent communication skills, oral and written	✓	
Ability to take direction	✓	
An open and flexible working style, capable of multi-tasking within competing deadlines	✓	
Demonstrable commitment to the ethos of Teach Tearmainn and working with organisational values	✓	

Remuneration

€59,741 per annum. This includes the payment of On-Call Duty which forms part of the core contract. The breakdown is as follows:

- €52,441 per annum - core salary
- €7300 per annum (approximately) for on-call duty

Non-pay related benefits include:

- Annual leave - 25 days per annum + additional Birthday Leave day after completion of 12 months service
- 7% employer pension contribution
- Maternity Pay Scheme – available after 24 months service.
- Sick Pay Scheme
- Access to Employee Assistance Programme
- Continuous professional development opportunities.
- Access to comprehensive training

Application Process

To apply, please send your CV and a cover letter outlining your suitability for the role. Closing date for applications is Friday 13th September 2024.

- **Email** recruitment@teachtearmainn.ie
- **Website** www.teachtearmainn.ie

***This position is offered subject to Garda Vetting.
Only shortlisted candidates will be contacted.***