



Outreach Support & Education Worker

Supporting asylum-seeking women and young people on the issue of domestic violence and coercive control.

Summary of the role:

Drogheda Women & Children's Refuge (DWCR) is a voluntary organisation with over 25 years of working in the community, supporting women & children affected by domestic violence and homelessness. We offer holistic support in Drogheda and Dublin North East. Our mission is to empower women from diverse backgrounds to live abuse-free lives by providing safe refuge, information, education, emotional & therapeutic support, advocacy, court accompaniment, and assistance in securing long-term accommodation.

The primary objectives of this newly pilot position are:

- *To offer outreach and educational support programmes and services to women and children residing in the Mosney Accommodation Centre. Specifically tailored for refugee women within the centre, the role seeks to enhance their awareness of domestic and family violence, elucidating its root causes, and facilitating access to referral pathways for additional support.*
- *The overarching aim of this role is to cultivate awareness about the functions and resources provided by the Drogheda Women & Children's Refuge, ultimately working towards the establishment of a dedicated support service within the Mosney Accommodation Centre.*
- *The successful candidate will take a community development and trauma informed approach, building trust and the capacity of the women living in the centre through various development programmes to engage, and understand the issues facing women from culturally and linguistically diverse backgrounds.*
- *This role also includes being able to facilitate support groups within the community and deliver programs to meet the needs being presented to the service.*

This is a fixed term post, initially funded for a duration of two years, with further continuation contingent upon available funding. The project is funded by the Dept. of Justice through the Safety Innovation Fund. Normal working hours are Monday to Friday; however, the nature of this role requires flexibility in work hours to meet DWCR support work and the project needs.

Location: Drogheda County Louth

Duties & Responsibilities

BUILDING RELATIONSHIPS WITH THE COMMUNITY:	<ol style="list-style-type: none"> 1. Build ongoing trust relationships with women and children in Mosney Accommodation Centre through: <ol style="list-style-type: none"> i. Ongoing personal connections and promotion of project ii. Introduce a series of predevelopment workshops/programmes, i.e. wellness, self-esteem, self-care to support women and young people to engage.
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	<ul style="list-style-type: none"> iii. Maintain a regular open presence within the MAC to allow people to approach and engage. 2. Engage with relevant agencies working in Mosney to build trust relationships & work collaboratively. 3. Identify with relevant organisations in MAC areas of need and work with them to address these positively.
EDUCATION & AWARENESS	<ul style="list-style-type: none"> 1. Work with Outreach & Refuge staff to deliver education and awareness programmes on the issue of domestic abuse to women & young people. 2. To work with staff and relevant organisations to develop new support and empowerment programmes for women and young people around DV. 3. Evaluate and improve all education & training programmes delivered based on feedback. 4. Work with staff in Mosney and deliver relevant DV programmes to enable them to support women & children experiencing DV in the centre 5. Work with Childhood Support team to deliver relevant Child Protection programmes and other child related programmes
SUPPORT WORK:	<ul style="list-style-type: none"> 1. To ensure that the highest standard of professional support is always maintained with women and young people. 2. To support women who have been subjected to domestic violence at a safe and suitable location, listen and provide emotional support around their experiences of domestic violence and to facilitate options for a future free from domestic violence. 3. Support women experiencing DV with their self-esteem as part of pre DV support work. 4. Provide 1:1 DV education work on effects on DV on themselves and their children. 5. To develop through engagement with the participants a support plan through planned sessions focusing on the safety of the participant 6. Support women to empower themselves with knowledge about rights, violence prevention, pathways to financial independence and where to seek help. 7. To liaise / make appropriate referrals with other agencies while providing assistance, advocacy and support to clients and their associated support plans.
STAFF PERFORMANCE/DEVELOPMENT & SUPERVISION	<ul style="list-style-type: none"> 1. To always observe and enforce a policy of strict confidentiality in relation to all aspects of the work. 2. To always work according to organisational policies and best practice. 3. To attend and participate fully in all team planning, meetings, training, supervision as part of your professional development provided by the organisation. 4. To work according to Children First guidelines and DWCR Child Protection and Welfare policy.

	<ol style="list-style-type: none"> 5. To always represent the work and ethos of the organisation in a professional and respectful manner. 6. To work under the direction and guidance of Management to ensure the highest possible level of care is always maintained. 7. Liaise with and inform the Service Support Manager on a regular basis, of issues arising from work.
RECORDING / REPORTING	<ol style="list-style-type: none"> 1. To maintain and update accurate records of all files and any associated paperwork and CRM systems, including updating the database notes, in a timely and professional manner i.e., Handover and eSafe. 2. Prepare and compile statistics relevant to your work.
REVIEW & PLANNING	<ol style="list-style-type: none"> 1. To work closely with the Outreach Team and SS Manager to develop a 2-year operation and development plan for the project.
Other	<ol style="list-style-type: none"> 1. Work as part of a team, liaising with other staff in relation to services for women/children/families. 2. Maintain appropriate professional boundaries with clients and colleagues. 3. Promote the philosophy of empowerment, self- help, and mutual aid. 4. Attend court hearing and give evidence as required. 5. Perform such duties appropriate to the post, which may be assigned by the Manager or service support manager. 6. Ensure standards are maintained and adhered to in line with policy, procedures, and legislation. 7. Access the designated person on call when required in line with policy and Children's First Legislation 8. Represent the organisation in various settings as required.

Essential Knowledge, Skills & Experience Required:

- Level 7 or 8 qualification in one of the following fields:
 - Community Development
 - Community Work
 - Social Science
 - Social Care
- A minimum of 1 years' experience working with the following:
 - Working with various cultures on various projects and understanding of cultural dynamics
 - Supporting in the provision of one-to-one support to women in crisis situations, either information provision, signposting or listening ear
 - Experience facilitating support programmes/groups.
- Demonstrate an understanding of the impact of DV, dynamics and support work.
- Understand a trauma informed approach to work.
- A commitment to human rights-based approaches.
- Full clean driving Licence

Desirable:

- Knowledge of Child Protection processes and legislation
- Ability to develop links with key agencies and engage in collaborative work.
- Knowledge of DV legislation and support agencies
- Some understanding of immigration policies, practices, and legislation in Ireland
- Exercise good listening and communication skills with sensitivity to cultural communication skills
- Well-developed IT skills
- Ability to engage with people living in accommodation centres with compassion and empathy.
- To have a flexible and adaptable work approach
- Excellent organisational and time management skills
- Excellent written, verbal, analytical and interpersonal skills; including recording of data and report writing for funders, development of work plans plus ability to communicate effectively with staff in relation to the work of the organisation
- Willingness to participate in appropriate training as required and continuous professional development.
- Experience of working in a support service for people with complex needs/Experience of working in supported residential services.

The job description is not intended as inclusive of all duties an individual in this position might be asked to perform that may be required either now or in the future.

Additional Information:

- Annual Salary: €43,500
- This position is full time, funded for 2 years.
- The number of Hours 37.5 hours per week Monday to Friday (flexible working may be required outside of normal working hours)
- Annual Leave: 23 days per year (+ 2 Concession days)
- Please note any offer of a position is subject to Garda Clearance. Drogheda Women & Children's Refuge CLG is an equal opportunities employer.