



COPE Galway



#JOB-2452522



Modh Eile House, Forster Street, Galway, Co.

Galway, H91 Y0EY



No of positions : 1



Paid Position



37 hours per week



39100.88 Euro Annually



09/06/2026



07/07/2026

## How to apply

### Application Method :

Please apply to the vacancy by the following means:

URL :

<https://copegalway.peoplehr.net/Pages/JobBoard/Opening.aspx?v=393dd63b-e969-4394-9d00-2e9a29d7bf81>



Open your camera app & point here to view this ad online



## Domestic Abuse - Refuge Support Worker

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

COPE Galway Domestic Abuse Service supports women, children and young people experiencing domestic abuse. Based in Modh Eile House, we offer a 24/7 helpline, refuge accommodation, outreach across Galway, court accompaniment, plus training and awareness programmes. This role is part of a team that provides holistic, empowerment-based care, with a focus on collaborative goal-setting and survivor-defined outcomes, including overnight support to ensure safety and continuity of care. The overall aim of Modh Eile House is to prioritise the safety and welfare of clients.

#### Duties and Responsibilities

Support Work Planning and Implementation

Provide warm, non-judgmental initial support to new clients, prioritising emotional safety and informed consent.

Co-create individual care plans centring women's priorities using a strengths-based, survivor-led approach.

Respond to 24/7 helpline calls calmly, prioritising immediate safety.

Maintain confidential, trauma-sensitive records and ensure access for clients.

- Provide supports including budgeting, accommodation, and engagement with services.

Accompany women to court/agencies with consent and safety planning.

Adapt communication to avoid triggering trauma responses.

Devise aftercare plans for women leaving refuge.

#### General:

Participate in service operations and flexible rostered shifts.

Maintain accurate records and incident reports.

Follow safety procedures including fire protocols.

Comply with staff conduct and health and safety requirements.

Stay informed on social, legal, and policy developments.

Undertake duties assigned by management.

#### Welfare of Women and Children:

Foster a calm, predictable refuge environment.

Validate trauma responses and avoid pathologising behaviour.

Collaborate with child support teams.

Maintain strict confidentiality.

Work in line with safeguarding policies.

**Team:**

Engage in supervision and reflective practice.

Model self-care and professional boundaries.

Participate in education and promote survivor-centred perspectives.

Identify training needs and engage in debriefing.

Support shared leadership and accountability.

**Health and Safety:**

Ensure personal and others' safety.

Comply with all safety legislation and procedures.

Report hazards promptly and follow fire safety protocols.

**Essential Requirements:**

Relevant qualification in social care or similar.

Knowledge of domestic violence impacts.

**Desirable:**

Experience in domestic violence services.

Understanding of trauma and intersectionality.

Commitment to gender equality.

**Skills:**

Warmth, patience, and non-judgment.

Strong communication and advocacy skills.

Flexibility and cultural awareness.

Self-awareness and reflective practice.

Strong ICT and initiative.

Integrity, trust, and commitment to quality service. Candidates should demonstrate resilience, empathy, and collaborative skills in a trauma-informed environment while maintaining professionalism at all times.

- **Sector:** human health and social work activities

**Career Level**

- Experienced [Non-Managerial]