

Job Description

Helpline Support Worker, Out of Hours

Reporting To: National Helpline Manager

Hours: 21 Hours Per Week, Rolling Rota over 7 nights, 8 hr shifts from 11p.m to 7a.m Out of Hours (Overnight Shifts)

Part-time post

Purpose of the Role

The Out of Hours Helpline Support Worker provides immediate, empathetic, and confidential telephone support to individuals affected by sexual violence outside of standard business hours via the National 24-Hour Helpline, Webchat, and Text Services. The postholder offers active listening, emotional support, accurate information, and appropriate signposting to DRCC and external services, while maintaining a safe, non-judgemental environment. The postholder assesses callers' needs to facilitate timely referrals to psychotherapy, advocacy, and crisis intervention supports.

Key Responsibilities

- Respond to telephone calls, webchats, and text messages received through the National 24-Hour Helpline.
- Provide support to victims/survivors, family members, friends, and other concerned parties.
- Offer accurate information on medical care, reporting options, and available supports.
- Support callers experiencing acute distress, including crisis or suicidal ideation, in line with DRCC protocols.
- Respond to enquiries from professionals (e.g. GPs, healthcare staff, social workers, educators, etc).
- Maintain accurate records, statistics, and case notes on the CRM system during shifts in line with DRCC policies and procedures.
- Identify trends and escalate relevant information to the Helpline Manager.
- Remain up to date and informed at all times of DRCC services, campaigns, and policy work.
- Participate in monthly one-to-one supervision sessions.
- Attend team, staff, and interdepartmental meetings as required.
- Work collaboratively and effectively as part of the National Helpline team.
- Work a pre-arranged rota, including participation in the out-of-hours emergency backup phone service (weekly 24/7 rota).
- Support the induction and training of volunteers when required.
- Comply with all DRCC policies, procedures, and professional standards.

Experience, Skills and Requirements

- Minimum of two years' experience providing direct, frontline support to individuals impacted by sexual violence trauma or in helpline, webchat, or instant messaging support.

- Strong IT skills, including MS Office, MS Teams, SharePoint, CRM systems. (Training will be provided on DRCC CRM system)
- Access to a suitable, confidential home workstation and high-quality internet connection (company laptop provided), in line with the Hybrid Working Policy.
- Ability to work collaboratively and contribute constructively to team problem-solving.
- Proven high standards of professionalism, confidentiality, and discretion when working with service users and external stakeholders.
- Completion of DRCC Volunteer Training is highly desirable.
- Demonstrated alignment with DRCC's mission, values, and trauma-informed approach.

Total Compensation & Benefits

- Salary €24,625.62 per annum
- Overnight Shift Allowance @ 25% €6,156.41
- Annual Leave 13 days per annum
- 2 Additional Company Days (Easter and Christmas)
- Immediate access to Pension
- Immediate access to Travel Tax Saver Scheme & Bike to Work Scheme
- Immediate access to DRCC EAP Programme

How to Apply

Please apply by email to: recruitment@rcc.ie and enclose the following:

- A letter of expression of interest
- An up-to-date CV

Closing Date: 23rd June 2026 COB

Interview Schedule proposed: TBC

Note

All prospective employees are required to declare prior convictions and whether they have been or ever having been the subject of any investigation or inquiry into abuse or other inappropriate behaviour.

DRCC is committed to providing reasonable accommodations for applicants and employees with a disability. Please note that DRCC is an equal opportunities employer. Should you have a reasonable accommodation request, and you wish to discuss, please contact Naomi Patton, HR Manager.

The details contained in this job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, over time, the nature of individual jobs may change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.