

Job Description

Helpline Team Lead (Out of Hours)

Job Title: Helpline Team Lead (Out of Hours)

Reporting To: National Helpline Manager

Hours: 3 evening shifts per week Friday, Saturday, Sunday 3pm – 11pm

Purpose of the Role

The Out of Hours Helpline Team Lead will proactively support the Helpline Manager and the other Team Leads in the delivery of the National 24-hour Rape Crisis Helpline including webchat and text services. They will manage and support the staff and volunteers assigned to this service.

Principal Duties

- Leadership and Guidance: Provide direction and support to team members and DRCC volunteers, fostering a collaborative environment and ensuring everyone is aligned with the helpline's mission.
- Ensuring full cover throughout the out of hours period and arranging emergency cover when required in conjunction with Helpline Manager, and Volunteer Services Department.
- Contribute to the development of new programs or initiatives aimed at enhancing service delivery to meet our clients' needs.
- Equip the team to handle high-pressure situations, offering guidance on crisis intervention techniques and decision-making.
- Analyse call data and feedback to identify trends, issues, and areas for improvement.
- Act as a support system for team members, recognizing the emotional demands of helpline work and providing spaces for debriefing and self-care.
- Ensuring effective communications with all relevant departments.
- 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.
- Support the induction and training of volunteers when required.
- Responsible for addressing and highlighting any Health & Safety issues which may arise.

As this is a new role, DRCC reserves the right to amend this job description based on operational requirements which could also include participation in the out-of-hours emergency backup phone service.

Experience, Skills and Requirements

- Minimum of two years' supervisory/management experience in managing and supporting staff including DRCC volunteers in a frontline service.
- Knowledge and understanding of Children's First Guidance and Legislation and Vulnerable Adult Safeguarding.

- Strong communication skills and capacity in building relationships within a Team and across departments.
- 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 requirement in providing a service from a home location.
- 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.
- Demonstrated alignment with DRCC's mission, values, and trauma-informed approach.
- Completion of DRCC Volunteer Training is highly desirable.

Total Compensation & Benefits

- Salary €30,405 Per Annum
- Shift Allowance €2,128 Per Annum
- 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
- Death in Service Insurance

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

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.