

Support Worker

Role Description

- **Reporting to:** Accompaniment Services Manager
- **Working hours:** 3-day week (Flexibility required)
- Working Days: Wednesday to Friday

The role

DRCC is recruiting a part-time Support Worker to support DRCC's accompaniment service. The accompaniment service offers support, information and accompaniment to victims/survivors of sexual violence. The role of support worker would involve accompanying victims/ survivors in the sexual assault treatment unit (SATU) at the Rotunda Hospital, when reporting sexual violence to external organisations such as the Gardaí, and when attending any trial, court case or hearing.

The accompaniment support worker will support the Accompaniment Manager and the Co-ordinator with the delivery of all accompaniment services. Ideally the person would have some experience working in an accompaniment role, and supporting people who have experienced trauma, full DRCC training will be provided.

This is an excellent opportunity to join a growing team at an exciting point in the accompaniment and organisations development where the successful candidate will be making a huge and varied contribution to the work of DRCC.

Responsibilities and Duties

- To support and accompany victims/ survivors in the Sexual Assault Treatment Unit (SATU) in the Rotunda Hospital
- To assist the Accompaniment Co-ordinator with projects or tasks relevant to the accompaniment services
- To provide administrative assistance to the Accompaniment Manager and Co-ordinator in relation to the accompaniment services
- Support and accompaniment when reporting sexual violence to any organisation such as the Gardaí
- Support and accompaniment when attending any trial, hearing or court process
- To maintain records and online report forms of those who avail of the accompaniment service, with due regard to confidentiality
- To attend in house training on a regular basis
- To maintain strict confidentiality in relation to those supported and adherence to all laws and regulations

- To update the CRM system to inform the policy and advocacy work of DRCC
- To be flexible with regard to working hours in line with the needs of the service
- To attend supervision as directed by the Accompaniment Manager
- To attend team & staff meetings

Personal requirements

- 2-3 years of experience working in a similar area
- Experience of operating a CRM system (Dynamics or Salesforce) an advantage
- Ability to deal professionally with all types of information, including that of a highly sensitive and confidential nature
- Strong communication and interpersonal skills and a passion for supporting people
- Proficiency in Microsoft Word and Microsoft Outlook
- Proven track record of highly effective organisational skills
- Excellent written, verbal, and listening communication skills
- Possess empathy and understanding of the work of DRCC
- Possess an ability to work well with others
- Receive feedback and instruction in a professional manner
- Adhere to the values of DRCC.

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.

Application process:

Please send an expression of interest letter (by email) and a copy of your up-to-date CV to recruitment@rcc.ie – with ‘Support Officer’ in the subject line.

Other information

Dublin Rape Crisis Centre is an Equal Opportunities Employer. We welcome applications from people of diverse backgrounds and abilities.

- Salary: €42,000 Pro Rata
- Annual Leave: 23 days Pro Rata per annum
- Pension Contribution
- Travel Tax Saver Scheme
- Bike to Work Scheme
- DRCC EAP Programme

NOTE: Garda Vetting is a requirement. 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.

July 2025