



**Men's
Development
Network**



MEN'S DEVELOPMENT NETWORK CANDIDATE INFORMATION PACK

CLIENT SUPPORT CO-ORDINATOR

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INTRODUCTION

Thank you for considering MDN as your next career move. This document will provide you with an overview of who we are, what we do, and the exciting opportunities available at our organisation. We believe in fostering a diverse and inclusive workplace where every team member can thrive and contribute meaningfully. Read on to discover what it means to be part of MDN and learn how you can make a difference with us

WHO WE ARE

The Men's Development Network (MDN) is an Irish non-profit organisation headquartered in Waterford City, with a key focus on promoting change and equality across society. MDN engages men and boys on their health, wellbeing, gender equality, and the prevention of gender-based violence.

MDN fosters healthy masculinity and creates environments where men can thrive. We empower men to take control of their lives and make positive choices through various programmes, initiatives, and community-based projects. One of our primary areas of focus is men's mental health. Recognising the barriers men face when seeking support, MDN creates safe spaces where men can discuss their mental health challenges openly. Through training, workshops, and counselling services, we equip men with the tools needed to manage their well-being effectively.

We also address relationship difficulties and social isolation through the MEND (Men Ending Domestic Abuse) programme. This initiative works with men who have been violent or abusive in their intimate relationships, aiming to promote positive change for the safety and welfare of women and children.

In collaboration with schools and higher education institutions, MDN implements prevention and early intervention programs aimed at young men. These include our White Ribbon Training Programmes, which promote healthy coping mechanisms, positive communication, and emotional literacy.

Through the Male Advice Line (MAL), MDN provides confidential support to male victims of domestic violence and abuse, available seven days a week. The MAL is a lifeline for many, offering essential support, advocacy, and information.

MDN influences policy on men's issues at local, regional, national, and international levels and has a strong record of multi-agency collaboration. By addressing mental health, relationship difficulties, social isolation, and engaging with young men, MDN plays a crucial role in supporting men's overall health and fostering positive change.





MEN'S DEVELOPMENT NETWORK VALUES



EQUALITY

To strive towards a more equal society in which all people are treated equally and without discrimination, will create the conditions for everyone to thrive.



PARTNERSHIP

Working in collaboration and having a non-adversarial approach to effecting change creates the conditions for true and sustainable change.



PROFESSIONALISM

A professional approach ensures both clients and partners are treated with respect and dignity and all areas of compliance are met.



NON-JUDGEMENTAL

Coming from this perspective allows for tolerance, respect, and dignity to influence the conditions for change.



LOVE

Is the cornerstone of our existence; without it the conditions for personal and societal growth are limited.





At the Men's Development Network, we believe that creating a positive and inclusive work environment is key to achieving our mission. Our culture is grounded in respect, teamwork, and collaboration, where diversity of thought and experience is celebrated.

Our team is welcoming and dedicated to creating a productive atmosphere where everyone can flourish. We offer flexible working hours to help maintain a healthy work-life balance, and we regularly check in with staff to ensure they feel supported in their roles.



Flexibility: We offer flexible working hours to help you balance your personal and professional life. MDN understands that life happens, and we allow staff to take time to attend an appointment or caregiving responsibilities, in the form of *flexi-time*.



Annual Leave: We have a generous annual leave entitlement, starting at 25 days per annum (pro rata).



CPD: MDN encourage professional development, and will endeavour to work with staff who are presented with opportunities to enhance their knowledge and skills (contingent upon budget allocation).



Support: Regular check-in sessions with line managers ensure that you have the support you need to develop in your role. We believe in open communication and are always here to listen and help.

Hybrid Working Environment: At the Men's Development Network, we embrace a flexible hybrid working model tailored to the needs of each role. Employees have the autonomy to work flexibly, balancing time in the office and at home in a way that aligns with their responsibilities and work-life balance.



We provide the necessary technology and partner with a reliable IT support company to ensure you can work effectively from any location.* Our headquarters in Waterford offers collaborative spaces, meeting rooms, and counselling rooms, while our offices in Dublin and Limerick support staff across Ireland with superfast broadband.



Expenses: We cover expenses and subsistence for work-related travel, ensuring you're supported when representing the organisation.



Employee Wellbeing: Your wellbeing is a top priority for us. We have in-person wellbeing/team-building events throughout the year. We conduct monthly wellbeing sessions that focus on the company values, mental and physical health.

We also host bi-weekly online watercooler chats, offering a relaxed space for colleagues to connect and enjoy informal conversations



Health Plan: All employees can avail of a subsidised health plan designed to support your healthcare needs.



ABOUT THE ROLE

Post: Client Support Co-ordinator

Reporting to: CEO (Interim)

This job description is a broad outline of the responsibilities and duties of the Client Support Co-Ordinator and will be amended as needed to meet the programme priorities of Men's Development Network CLG and their ensuing work requirements.

Programme Level: At a programme level the Co-Ordinator will oversee all aspects of the roll-out of the client support programme within the Male Advice Line. This will include project implementation and development, client support structures, crisis management and support planning.

Programme Co-ordinator Duties

1. To work with the Male Advice Line Co-ordinator, in partnership with CEO, to coordinate the National Client Support Programme
2. To deliver on the aims, objectives and agreed areas of work outlined in the programme plan based on the SLA with Cuan
3. Manage the relevant resources, programme budget and provide supervision and support to the Client Support Workers nationally.
4. To collaborate with the CEO and organisational support team regarding evaluation, learning and policy development to enhance the service provision to MDN clients.

Client Support Co-ordinator Duties

1. In their designated area the successful candidate will provide a wraparound service to male victims referred through the MDN Male Advice Line or referred independently from other agencies.
2. Engage with key individuals and agencies locally to promote the Client Support Service and increase referrals,
3. Update information in a timely manner on our Client Relationship Management (CRM) system, Salesforce, to track cases, provide information and statistics to funders, and support research and programme development.
4. To provide support and supervision to client support workers.
5. To conduct case and risk management reviews with client support workers.

Essential Skills and Qualifications:

1. The candidate should have a mature, non-judgemental, confident, and caring manner. The ability to interact well with people from a wide range of backgrounds, together with good problem solving, and very good communication skills.
2. The candidate should also have strong project management skills and experience in project rollout and crisis management and implementation.
3. An understanding of and experience of community development practice is essential.
4. An ability to use project management tools and experience working on start-up projects would be desirable.
5. An understanding of the domestic violence sector and a knowledge of the key concerns of the sector vis-à-vis safety planning and crisis intervention
6. A self-starter with an ability to work without supervision and excellent proficiency in the use of information technology and experience of Microsoft office





Education

- Each candidate must:
 - a. Have obtained a primary degree
 - or
 - b. Have had at least five years' previous service in the social care and client supports or community development settings

Essential Experience:

1. Domestic Violence and Case management experience required.
2. Excellent crisis intervention and case management skills.

General Responsibilities:

At the direction of and in collaboration with the CEO, the Programme Co-ordinator carries the responsibility for overseeing the delivery of the service nationally by Support Workers and in one designated area providing wraparound services to victims of domestic violence. This includes, but is not limited to the following:

1. Provide a safe, non-judgmental, and empowering environment to clients and staff
2. Providing Support and Supervision to Support Workers nationally
3. Engaging with key national organisations to promote the MAL Support Workers to increase referrals to the MAL and to identify supports for clients nationally,
4. In partnership with MDN CEO, and MAL Supervisors develop our response to the need for crisis accommodation among service users and create appropriate policies and procedures,
5. To keep abreast of Governmental policy on the provision of services to Male Victims of Domestic Abuse.
6. In partnership with the MDN Communications Officer promote the MAL Support Workers as an integral part of the MAL to promote the Programme and increase Referrals
7. Provide individual case management, safety planning, crisis intervention, and signposting services for clients
8. Work collaboratively with agency staff and community agencies to facilitate the delivery of services. Provide domestic violence information and referrals to outside agencies as needed.
9. Programme development including working on special projects to benefit clients, the programme, and the organisation, assessing the need for additional client resources and services, and submitting ideas for programme improvements to the CEO.





Specific Duties:

1. Provide the following direct services: respond to referrals from our Male Advice Line and other services. Properly provide information/referrals and signposting. Provide ongoing information and advocacy to assigned clients. Support clients in achieving their goals in accordance with programme guidelines and organisation policy. Arrange client transportation on an as-needed basis.
2. To advocate for service users in meetings if required with other agencies, ensuring all relevant information is shared to obtain the best possible safety-focused outcomes for service users. Such as
 - a. Housing services
 - b. Court accompaniment
 - c. Medical support
 - d. Employment and Education support
 - e. Legal support
3. To assess the level of risk posed and complete an individual safety plan with the client to minimise the risk of further harm to them and/or their children.
4. Where safeguarding concerns are identified, to respond appropriately by supporting the child and their family and forwarding the information formally to the Male Advice Line Helpline Supervisor for referral to Tusla, the Child and Family Agency.
5. Maintain client files on CRM according to agency documentation policy/procedure. Clearly document hotline calls, intakes, exits, incidents, and observations.
6. Attend and actively participate in staff meetings, supervision, and trainings as directed.
7. Facilitate weekly client in-house meetings.
8. Assist with the preparation of monthly and quarterly reports/statistics, including for Tusla's Sexual, Domestic and Gender based Violence section
9. Participate in organisation events.
10. Alert CEO and Service Delivery Manager to any safety concerns.
11. Other duties and responsibilities as assigned by the CEO

Terms & Conditions of Employment

Hours of work are 35 hrs/per week. Some evening work may be necessary. Terms & Conditions of Employment apply as directed by MDN Regulations.

Salary Scale

€ 45,698.08 Point 1 on Programme Co-ordinator Scale

Location

As the Client Support Co-Ordinator role has a national brief and delivered in a hybrid fashion their location for work purposes will be determined by their home region. Headquarters is based in Waterford and periodic attendance in Waterford will be required.





ABOUT THE ROLE

Probationary period:

A probationary period of 6 months will apply. This can be extended by the Board at its sole discretion for up to a further 6 months.

Ideal Candidate Must

- Be of good character and in a state of health that would indicate a reasonable prospect of ability to render regular and efficient service.
- Hold a relevant primary degree or equivalent relevant experience
- Be in possession of a full clean driving license and have use of a vehicle.
- Be prepared to work outside of normal hours, as necessary.
- Be proficient in Microsoft suite

Any offer will be subject to satisfactory references.

This job description is not exhaustive and duties and responsibilities may change in the future as decided by the Board of Directors.

HOW TO APPLY

Please forward via email to recruitment@mensnetwork.ie:

- CV (no more than two pages).
- Cover Letter outlining your motivation and suitability for the role based on core competencies.

Please ensure the job reference number (CSC2026) is included in the email subject line.

All queries should be directed to recruitment@mensnetwork.ie

Shortlisted candidates will be invited by email to attend an interview via Teams video call.

We endeavour to respond to all applicants, however some roles receive a high volume of applicants and we can't always guarantee each applicant will receive a response.

Deadline for applications is Thursday 26th February at 12.00 noon.

Failure to comply with the application procedure will deem the application invalid. Job offer is subject to references.



EQUAL OPPORTUNITY STATEMENT:



The Men's Development Network CLG is committed to a policy of equal opportunities in employment. It recognises that Irish society, particular groups and individuals are discriminated against and denied equality of opportunity. Management aims to create an environment in which equal opportunity is promoted as a means of developing the full potential of everyone involved in the organisation.

The Men's Development Network CLG is committed to promoting a good and harmonious working environment where every employee is treated with respect and dignity, and in which no employee feels threatened or intimidated.

The policy of equal opportunity ensures that any decisions relating to recruitment and selection, pay, terms and conditions, career progression, training and development are made on the basis of ability, qualifications and suitability for the work

*This is an extract from our equal opportunities policy, a full copy of the policy can be made available upon request.



Men's Development Network

Better Lives for Men, Better Lives for All

