

NORTH EAST Lincs WOMEN'S AID
JOB DESCRIPTION – RELIEF SUPPORT WORKER

RESPONSIBLE TO: Support Co-ordinator; Service Manager

DAYS /TIMES: As & when needed; to cover holidays, sickness etc

MAIN DUTIES AND RESPONSIBILITIES

1. To provide an immediate and safe place for women and children who are escaping domestic violence.
2. To provide appropriate support, so that women can make informed decisions regarding the future.
3. To contribute to the continuation, effectiveness and development of the Refuge.
4. To assist in raising an awareness of domestic violence within the community.
5. To give practical advice on a range of issues in relation to domestic violence.
6. To respond to both telephone calls and enquiries in person.

GENERAL TASKS

7. To work as a team member under the guidance and management of the Service Manager.
8. To work on own initiative.
9. To draw to the attention of the Service Manager any issues which may impact on the Refuge and/or residents.
10. To be familiar with the policies of North East Lincs Women's Aid and to ensure that they are implemented at all times.
11. To work at all times in accordance with the confidentiality policies of the Refuge and with due consideration for Child Protection Issues.

SPECIFIC TASKS

Residents

12. To apply the referral, admission and support procedures, to assess the needs of the residents and to work as a team member to ensure that those needs are met so far as is possible.
13. To welcome new residents to the Refuge, to explain the conditions under which they will reside at the Refuge, to issue Licences, information packs and other information to new residents in a manner which ensures that they are fully understood.
14. To develop a relationship of support with the women and their children within appropriate parameters to enable them to achieve their individual goals and to facilitate resettlement.
15. To assist in the organisation of applications to Housing Agencies and the DSS etc. and to liaise with these agencies to further applications.
16. To provide support and advocacy for residents involved with legal or statutory services.
17. To encourage and support service users to work with other local agencies and services.
18. To encourage and promote the involvement of residents in the running of the Refuge.
19. To respond to individual residents as required, providing support and guidance; working towards achieving outcomes for the service user.
20. To ensure 24-hour access by assisting with the 'on-call' rota as and when required.

Refuge administration/daily management

21. In liaison with the Admin and Finance Officer to work and operate the financial systems in the collection and recording of residents rents.
22. To compile, maintain and collate all relevant records in accordance with the Refuge confidentiality policy.
23. To ensure that the physical environment of the Refuge is acceptable to the women and that it is safe, clean and offers a high level of comfort.
24. To clean and prepare flats between residents ensuring they are ready for new admissions.
25. To comply with the Health and Safety policy at all times.
26. To ensure that the women living in the Refuge maintain a due regard for the other occupants of the building.
27. To report any maintenance and repair requirements as appropriate.

Liaison with other organisations

28. To ensure the Refuge has proper liaison and co-operation with key agencies.
29. To maintain confidential records as required.
30. At all times to promote the Refuge in a positive way.
31. To attend meetings, both internal and external as required.
32. To participate in training events.
33. To work at all times within the policies of the Refuge.
34. To assist with the introduction and development of activities and educational and employment opportunities for residents.

GENERAL

35. To carry out any other duties commensurate with the level of this post.

PERSON SPECIFICATION

RELIEF SUPPORT WORKER	ESSENTIAL	DESIRABLE
<u>QUALIFICATIONS</u>		
* Any recognised professional qualifications		*
<u>EXPERIENCE</u>		
* Previous experience of working with vulnerable people		*
* Previous experience in a supported housing environment		*
* Working in a demanding and stressful environment		*
<u>KNOWLEDGE</u>		
* Of the impact of Domestic Violence on women and children		*
* Of housing/welfare benefits legislation		*
* Of the local resources and agencies		*
* Of Health and Safety legislation in the workplace		*
<u>SKILLS</u>		
* Ability to work as a member of a team and as an individual	*	
* Effective communication skills – both written and verbal	*	
* Interpersonal skills – with both individuals and external organisations and agencies	*	
* Ability to cope with conflict and distress	*	
* Ability to work under pressure and to deadlines	*	
* Effective organisational skills	*	
<u>GENERAL</u>		
* To foster a tolerant, supportive and empathic approach to residents	*	
* To ensure a commitment to accountability	*	
* To ensure a positive image of the organisation through personal behaviour and appearance	*	
* Demonstrate a flexible approach to the demands of the role	*	
* To demonstrate a high level of motivation	*	
* Demonstrate a commitment to Equal Opportunities	*	
* Demonstrate a good attendance record	*	
* Possession of driving licence and access to vehicle		*

Police check and references will be sought on behalf of the successful applicant.