

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

RESPONSIBLE TO: Support Manager; Operational Manager

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

WORKPLACE: Main refuge and one dispersed safe house (both Town Centre)

MAIN DUTIES AND RESPONSIBILITIES

To provide an immediate and safe place for women and children escaping domestic violence by offering emotional support and practical advice on a range of issues.

SPECIFIC TASKS

Residents

1. Respond to calls and enquiries from anyone regarding domestic abuse including agency staff.
2. 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.
3. Welcome new residents to the Refuge, explain the conditions under which they will reside at the Refuge and the Annex, issue Licences, information packs and other information to new residents in a manner which ensures that they are fully understood.
4. 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.
5. Assist in the organisation of applications to Housing Agencies and the DSS etc. and to liaise with these agencies to further applications.
6. Provide support and advocacy for residents involved with legal, justice or statutory services.
7. Undertake relevant risk assessments.
8. Encourage and support service users to work with other local agencies and services.
9. Encourage service user involvement in Women's Aid.
10. Ensure 24-hour access is offered to clients by assisting with covering the 'on-call' and weekend rota as and when required.

Refuge administration/daily management

11. Using our computerised support packages; to ensure all information and support is recorded to the highest standards.
12. In liaison with the Admin and Finance Officer to work and operate the financial systems in the collection and recording of residents' rents.
13. Compile, maintain and collate all relevant records in accordance with the Women's Aid confidentiality policy.
14. Ensure that the physical environment of the Refuge/Annex is acceptable to the women and that it is safe, clean and offers a high level of comfort.
15. When necessary to assist with the cleaning and preparation of flats/rooms; ensuring they are ready for new admissions.
16. Comply with the Health & Safety policy; reporting any maintenance/repair as appropriate.
17. Ensure that the women living in the Refuge/Annex maintain a due regard for the other occupants.
18. Operate within the guidance of the Lone Working Policy and procedures.
19. Draw to the attention of the Support Manager and/or Operational Manager any issues which may impact on the Refuge and/or residents.

GENERAL

20. Promote Women's Aid in a positive way, ensuring positive co-operation with key agencies.
21. Attend meetings, supervisions and training as requested and/or required.
22. Assist with the introduction and development of activities for residents.
23. Work on own initiative and as part of the team.
24. Be familiar with the policies of North East Lincs Women's Aid and ensure that they are implemented at all times with particular regard to safety and safeguarding issues.
25. Carry out any other duties commensurate with the level of this post.

NORTH EAST Lincs WOMENS AID

PERSON SPECIFICATION

Relief Support Worker

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

This is a great opportunity for those wanting to train as a support worker or to get into a career of support working

DBS checks and references will be sought on behalf of the successful applicant.