

NORTH EAST Lincs WOMEN'S AID

JOB DESCRIPTION – REFUGE SUPPORT WORKER

RESPONSIBLE TO:	Support Supervisor, Support Manager; Head of Services
SALARY:	£14.45ph (Unqualified rate)
DAYS / TIMES:	24 Hrs per week – 8.30am to 5pm - Monday, Tuesday & Thursday Flexible hours to meet client needs, where necessary Take part in an 'On-Call' service (<i>see below</i>)
ADDITIONAL PAY/ HOURS:	Weekend cover (1 in every 3-weeks) Sat & Sun 9am to 12 Noon Approx 2 on-call shifts per month 'On-Call' Weeknight (Mon-Fri) £15 per night 'On-Call' Saturday/Sunday and BH £30 per night 'Call Out' £20 per hour
WORK BASE:	Grimsby Town Centre

*As this position will include working in the Refuge, we are only accepting applications from women.
(Schedule 9, Part 1 of the Equality Act 2010 applies)*

To provide a high-quality domestic abuse service – ensuring victims and survivors receive an excellent standard of accommodation and support that helps save lives and change lives.

REFUGE - MAIN DUTIES

- To provide an immediate & safe place for women and children who are escaping domestic abuse.
- To make final decisions about allocation of accommodation – as an individual or as a team.
- To welcome new residents to the Refuge, to explain the conditions under which they will reside at the Refuge, to issue Licences, welcome packs and other information to new residents in a manner which ensures that they are fully understood.
- To support women throughout the re-housing process, including applications to register with local housing systems, housing providers and/ or agencies, visits to the properties etc.
- To ensure weekend cover by participating in the weekend rota - Currently 1 weekend in every 3.
- To be responsible for all warnings and evictions of residents, ensuring they are actioned in line with Women's Aid policies and procedures as well as Housing Law.
- To ensure women living in Refuge maintain due regard for the other occupants of the building.
- To deal with any disagreements or disputes in a professional and fair manner.
- To encourage and promote school attendance to children and Mums.
- To discuss concerns about a family's needs with Support Supervisor, Support Manager and/or Children's Workers.
- To ensure good daily communication and support with the Hideout staff.
- To encourage and promote service user involvement including Coffee Mornings and help promote interest in any service user involvement.
- In liaison with the Admin Staff, to work and operate the financial systems in the collection and recording of resident's charges, rents and the administration of petty cash.
- To ensure that the physical environment of the Refuge is acceptable to the women and that they are safe, clean and offer a high level of comfort.
- To comply with Health & Safety at all times and to ensure safe working practices are adhered to.
- To report and/or organise any maintenance and repair requirements as appropriate.
- Act as a contact point for organisations and individuals wishing to provide activities and information for women and their children.
- To introduce and develop additional activities, educational and/or employment opportunities for residents and their children as required.
- Ensure the Child Protection Policy is adhered to and refuge children are not exposed to unacceptable risk.

SUPPORT - MAIN DUTIES

- To receive referrals for Refuge admissions and prioritise high risk cases.
- To provide a high-quality and pro-active front-line service to victims of domestic abuse.
- To address the safety of victims at risk of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children.
- Ensure provisions of support are available and accessible 24 hrs a day.
- Deliver a pathway of care focusing on safety and protection to those at highest risk of domestic homicide.
- Participate in an 'on-call' rota for all domestic abuse services provided by Women's Aid. The rota will be undertaken by staff across all support projects. (Approx. two nights per month)
- To explain all options and enable service users to make informed decisions.
- To respond and record immediately to telephone calls, emails and enquiries in person.
- To provide ongoing emotional support to those experiencing domestic abuse.
- To manage a key-worker caseload of clients, ranging from low to high risks and low to high support needs; ensuring all support is regular, structured and appropriate to client's individual needs and include safety, protection, risk management and ongoing support & future plans.
- To ensure support is delivered in a trauma informed way.
- To be flexible with support hours according to the client's needs where necessary.
- To carry out and record DASH Risk Assessments and be fully responsible for any actions.
- To assess and provide support ensuring all needs, risks and aspirations are recognised and recorded.
- To participate in MARAC research, updates, actions, feedback and meetings where necessary.
- When necessary, to support the client through the legal, criminal and civil justice systems; explaining procedures, their rights and encouraging involvement with legal support available.
- To provide and record a relevant, thorough, detailed and comprehensive safety plan for clients.
- To support the client to access practical means required to communicate with other agencies via telephones / internet / Wi-Fi.
- To establish and practice good working partnerships and multi-agency work with other professionals and outside agencies.
- To work within a strict framework of safeguarding under Women's Aid & local authority guidance.
- To support the empowerment of the client and assist them in understanding the dynamics and complexities of abusive behaviours.
- To work closely with other support workers and staff to ensure that the client has access to a full range of services provided by Women's Aid.
- To support the client to explore 'moving forward' with their life; exploring opportunities, identifying needs, encouraging aspirations & developing these into meaningful future plans & goals.
- To participate and contribute to relevant client group sessions, where necessary.
- To take part in accredited IDVA training (Independent Domestic Violence Advocate)
- To collect and monitor information. When requested, to participate in the evaluation of services.
- To promote and facilitate consultation and involvement of service users.
- To keep clear and accurate records and maintain structured, confidential and up to date files on service users.
- To be responsible and accountable for individual case files and to take part in regular file reviews and spot-checks.
- When requested, to prepare and undertake client reports and/or feedback on their support.

GENERAL RESPONSIBILITIES

- To work as a team member under the guidance of the management team.
- To participate in supervisions (with line manager & clinical) and appraisals.
- To participate in fundraising activities on behalf of Women's Aid.
- To work alone and on own initiative with due regard to our lone working procedures.
- To participate in staff training, ensuring mandatory training is up-to-date and refreshed regularly.
- To discuss any training personally identified in supervisions.
- To attend team meetings, external meetings and Trustee meetings as requested.
- To draw to the attention of the Support Manager any issues which may impact on clients or WA.

- To be familiar with all policies of Women's Aid; to ensure policies are signed off as instructed; to ensure policies are implemented and adhered to at all times.
- To be familiar with and work in accordance with Women's Aid performance management system; including measuring change performance and monitoring satisfaction are adhered to.
- To work at all times in accordance with the confidentiality policy of Women's Aid.
- To comply with data protection legislation; ensuring information sharing procedures are adhered to.
- To ensure the highest standard of anti-discriminatory and equal opportunities practices are adhered to and to work in a non-judgemental way, within the guidelines of equal opportunities and anti-discriminatory practice.
- To work in a safe and responsible way ensuring that safety and lone working procedures are followed and that you do not endanger yourself, your colleagues or service users.
- To work in accordance with staff values and ethos as described in our staff agreement.
- To constantly raise an awareness of domestic abuse locally.
- To assist with providing cover for absent colleagues during periods of sickness, holidays, etc., as requested by the Support Supervisor, Support Manager. Head of Services or CEO.
- To carry out any other duties commensurate with the level of this post.

PERSON SPECIFICATION

REFUGE SUPPORT WORKER	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Any recognised professional qualifications		*
EXPERIENCE OF;		
Supporting individuals	*	
Undertaking client needs and risk assessments	*	
Working in supported housing		*
Liaising with other agencies	*	
Support File Management and record keeping	*	
Safety planning and risk assessing		*
KNOWLEDGE OF		
The impact of domestic abuse on everyone	*	
The effects of homelessness		*
Housing/welfare benefits legislation		*
The local area, resources and agencies	*	
Safeguarding practices	*	
Drug, alcohol and mental health issues		*
SKILLS		
Ability to work as a member of a staff team and as an individual	*	
Excellent communication and organisational skills	*	
Computer skills (<i>file management is undertaken electronically</i>)	*	
Good literacy and numeracy skills	*	
Interpersonal skills – with both individuals and external organisations and agencies	*	
Ability to cope with crisis management, conflict and distress	*	
GENERAL		
A commitment to the empowerment of those affected by abuse	*	
To foster a tolerant, supportive and empathic approach to clients	*	
To ensure a positive image of the organisation through personal behaviour and appearance	*	
Demonstrate a high level of motivation	*	
A commitment to Equal Opportunities	*	