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**JOB DESCRIPTION**

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| **POST:** | **Refuge Support Worker** |
| **REPORTS TO:** | **Services Manager** |
| **LOCATION:** | **Cookstown** |
| **HOURS:** | 37 Hours per weekYou will be part of an On-Call Rota. (Paid) Time-in- lieu is available for additional hours worked when approved in advance. |
| **SALARY:** | £25,119 – annual review |

**Job Purpose**

Causeway & Mid-Ulster Women’s Aid is a charitable organisation which provides information, support and temporary refuge accommodation to women and their children who have experienced domestic violence. Our refuge team respond to crisis need for accommodation and all subsequent support needs arising from their experience of domestic violence.

**Key Responsibilities**

* To ensure support needs of women fleeing domestic abuse are met within a supportive and empowering environment
* Ensure high standard of accommodation for all women and children resident in refuge
* Engage with all necessary external agencies to ensure best outcomes for women and children resident in refuge.

**Specific Duties**

**Supporting women and children:**

1. To identify and respond to the needs of families living in the refuge through:
* Exploring and discussing options available.
* Offering relevant information which will assist women to make informed choices and to be self-determining.
* Supporting women in their informed choices
* Working with women to identify safety plans for them and their children
* Identifying, maintaining and developing good working relationships with a range of statutory and voluntary agencies to assist women and their children to access other help and support when needed
* To ensure that women are provided with a high-quality service in line with Supporting People requirements.
* To ensure that individual support plans are in place for each resident in accordance with Refuge’s policy.
* Identify risks and implement measures to minimise these through support planning processes.
* Respond to incidents in refuge and deal with these appropriately as per policies and procedures which may include presenting to refuge out of hours as per on call duties.
* To take responsibility for the more complex cases/situations presenting within the service, seeking advice and guidance when necessary.
* Ensure the service offers a fair and equitable service to all families
* Respond to families from minority ethnic groups and be mindful of the barriers they may face in accessing support
1. To give practical support and assistance to families moving into independent accommodation and to offer planning for their future needs.
2. To assist women to access community-based services both from within Causeway & Mid-Ulster Women’s Aid or from other agencies/groups.
3. To work within the self-help and empowerment ethos of Women’s Aid.
* To work collaboratively with women resident in the refuge to create a communal living environment which promotes equality, choice, respect and understanding for all.
* To work within the stated guidelines and boundaries which are informed by Causeway & Mid-Ulster Women’s Aid policies and procedures.

**Housing Functions:**

* To ensure the facilities in refuge are maintained to a high standard in order to fulfil Health and Safety requirements.
* To prepare bedrooms, kitchens and bathrooms, as required, for new residents.
* To complete all Health and Safety Checks on a daily, weekly and monthly basis and report any defects as per procedures.
* To respond to any defects reported by residents in a timely fashion as per policy and procedures.

**Policy**

* To ensure that your project adheres to Women’s Aid agreed Policies and Procedures.
* To keep abreast of Policy and Legislative change in relation to your area of work.

**Health and Safety**

* To ensure the organisation’s Health and Safety Policy and Procedures are adhered to and appropriate risk assessments are carried out with recommendations implemented when appropriate.
* To participate in housekeeping duties as required.

**Team Working**

* To participate in the provision of a comprehensive service which is responsive to the needs of women and children.
* To contribute to effective relationships within Causeway Women’s Aid and external agencies through collaborative working.
* To respect the roles and responsibilities of team members and colleagues.
* To participate in team meetings respecting others’ opinions and differences.

**Administrative**

* To develop and accurately maintain the recording and monitoring systems in place.
* To be aware of the financial constraints of the organisation and to work within agreed project budgets.
* To provide verbal/written reports as required

**External Agencies**

* To liaise and consult with statutory and voluntary agencies in maintaining good working relationships.
* To be aware of local initiatives which may impact on or resource the project.

**Confidentiality**

* To respect the confidentiality of all information received as a result of the post holder’s duties.

**Fundraising**

* To contribute to the fundraising needs of the project/organisation and actively participate in fundraising activities as required.

**Training & Supervision**

* To prepare for and attend supervision sessions as required.
* To be aware of your own training needs and to attend relevant training courses in consultation with the line manager.
* To participate in training programmes aimed at outside voluntary and statutory agencies to promote the work of Women’s Aid in the field of domestic violence.

**Any other Duties**

* Carry out any other duties that may be required of you and make decisions on any other issues that may arise and would be within your areas of responsibility.
* No job description can be considered complete, and this job description will be subject to review and may be amended following consultation to reflect any changes that may occur and to meet the needs of the organisation and its service users.

**PERSON SPECIFICATION**

**Refuge Support Worker**

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| **Education, Qualifications and Training** | **Essential/Desirable** | **Assessment Method** |
| NVQ Level III/minimum 2 ‘A’ levels at grades A-C or higher/equivalent. | **E** | **Application Form** |
| 3rd Level Qualification in related discipline (e.g. youth & community work, housing, social psychology) | **D** |
| Completion of basic welfare rights training. | **D** |
| Completion of specialist housing training. | **D** |
| **Experience** |  |  |
| At least 2 years in the past 5 years full-time experience of working in a supportive role with vulnerable adults/families within a residential or community-based environment or part time equivalent. | **E** | **Application Form** |
| Previous experience of working in partnership with both statutory and voluntary agencies. | **D** |
| **Skills** |  |  |
| Excellent communication skills both written and verbal. | **E** | **Application/ Interview** |
| Able to maintain statistical and case load records in an accurate and timely manner. | **E** |
| Ability to complete reports both written and verbal clearly, accurately and to a standard appropriate for external presentation. | **D** |
| **Knowledge** |  |  |
| Awareness and understanding of the issues relating to Domestic Violence | **E** | **Interview** |
| Knowledge of Risk Assessment and Support Planning processes for individuals. | **E** |
| Knowledge of the civil and criminal justice system in relation to domestic violence. | **E** |
| Awareness of the legislative frameworks relating to Domestic Violence | **D** |
| Knowledge of Supporting People frameworks. | **D** |
| A working knowledge of relevant statutory/voluntary organisations and their roles in providing support tothose living in the community. | **E** |
| Knowledge of the appropriate use of UNOCINI referrals  | **E** |
| **Abilities**  |  |  |
| Able to work on own initiative within a framework of collaborative working. | **E** | **Interview/ References** |
| Good time management and organisational skills and an ability to prioritise workload in a crisis. | **E** |
| Ability to network and liaise with a range of voluntary and statutory agencies in an effective manner. | **E** |
| Ability to work as part of a team in the delivery of a holistic service to service users. | **E** |
| **Attitudes** | **Essential/Desirable** | **Assessment Method** |
| To practice in a non-judgmental manner and respect the rights, responsibilities and opinions of others. | **E** | **Interview** |
| To be aware of the importance of maintaining professional boundaries and confidentiality within the working environment. | **E** |
| **Other** |  |  |
| Hold a valid driver’s licence and have access to a car (this can be waived in the case of an applicant whose disability prohibits driving, but who is able to organise suitable alternative arrangements which enable them to meet the duties of the post) |  |  |
| Flexible and responsive to the project needs. |  |  |
| Due to nature of the work which involves contact with children and vulnerable adults the candidate will be vetted through Access NI and additional PSNI checks. |  |  |

**Short listing will be carried out in respect of the Essential criteria but in the case of a large number of applicants we reserve the right to enhance the shortlisting criteria to include the desirable requirements.**