

JOB DESCRIPTION

Job Title:	Refuge Worker
Responsible To:	Refuge Service Manager
Conditions of Service:	<p>22.5 hours per week</p> <p>25 days annual leave rising to 30 days 25 days annual leave per annum pro rata</p> <p>Public Holidays</p> <p>6 month probationary period</p> <p>3% matched contribution to SWA stakeholder pension scheme</p>
Salary:	£22,000 - £26,000 depending on experience and qualification(s)
Contract:	Permanent
Location:	Haringey

Main Purpose of Job

(A) Refuge Worker Duties

- Take and monitor telephone referrals
- Prepare rooms for families moving into the refuge
- Introduce new clients to Solace services; go through Policies, Procedures, and House Rules etc.
- Arrange initial paperwork (DSS, Housing Benefit etc.) with client and ensure she is able to deal with future Benefit applications etc.
- Collect rent, charges and other payments from clients and record them according to procedures; be responsible for refuge's Petty Cash system
- Accompany clients to appointments as and when appropriate
- Organise and participate in house meetings; empower clients to make decisions regarding the smooth running of the refuge
- Establish and maintain good working relationships with Housing Associations, Social Services and other relevant voluntary and statutory agencies
- Develop and monitor Individual Support Plans with residents
- Provide weekly key work sessions



- Completing risk assessments
- Keep up to date accurate records of residents
- Offer a planned level of support for women moving on from the refuge
- Work towards achieving appropriate re-housing for residents
- Ensure that residents are informed of available services both internally and externally
- Take responsibility for health and safety in the refuge including conducting regular checks, reporting repairs and completing accident and incident reports

(B) General Responsibilities

- Attend regular staff meetings
- Attend Solace Board Meetings as required
- Attend regular supervision sessions with your Line Manager
- Represent Solace as necessary (provision of training etc.)
- Attend relevant training courses as identified during supervision or Appraisal
- Comply with Solace policies and procedures
- Implement at all times the Solace Equality + Diversity Policy and further develop anti-discriminatory practice
- Maintain confidentiality in all matters relating to the organisation
- Carry out any other duties appropriate to the post as requested by your Line Manager, Chief Executive Officer and/or Board to ensure the smooth running of the organisation

- **Corporate Responsibilities**

- Ensure that all Solace's policies and procedures in your work area are up to date
- Ensure effective implementation of Solace's Equality and Diversity policies and ensure awareness and integration of an equalities and human rights agenda in all your work
- Ensure that the service user is at the heart of all service delivery and development
- Attend all meetings and training relevant to your role
- Attend regular team meetings, ensuring that you contribute to effective working practice and communication
- Act as an ambassador for Solace

Carry out other duties appropriate to the post as requested by your line manager.

Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.



PERSON SPECIFICATION

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for **each** of the Person Specification criteria.

Experience
Demonstrable experience of working with vulnerable people, especially with women affected by domestic and sexual violence
Experience of multi-agency partnership working
Experience of working in a regulated environment, managing risk and following case management procedures to meet the needs of a diverse and vulnerable client group
Knowledge + Understanding
In depth understanding of domestic and sexual abuse and its effect on women and children
A good understanding of confidentiality and professional boundaries
An understanding of, and commitment to, Equal Opportunities and diversity
Skills + Abilities
Ability to provide an effective key working service to women affected by domestic abuse
Effective interpersonal and group work skills
Ability to prioritise own work plan and work to deadlines
Ability to operate and maintain basic administrative and financial systems
Ability to provide accurate reports and record information
Proficient use of Microsoft Office Packages
Values + Ethos
A thorough understanding of anti-discriminatory work and practice
A commitment to the values and ethos of Solace Women's Aid
A commitment to fostering innovation in working practice
A flexible approach to your work
A commitment to respecting and valuing service users' perspectives and involvement in Solace