

## Job Description and Person Specification

<b>West Wales Domestic Abuse Service (WWDAS)</b>	
<b>Job Title:</b>	Refuge Worker (*Female)
<b>Hours</b>	30 hours a week. Hours of work are on a shift pattern 2pm-8pm and 8am-2pm on alternate weeks with weekend work and on call on some evenings.
<b>Salary and Hours:</b>	Full time equivalent salary £16,500 per annum. Pro rata Salary is £13,378.38 per annum for 30 hours per week.
<b>Reports to:</b>	Refuge Manager
<b>Reportees:</b>	This post has no line management responsibilities
<b>Location:</b>	Working across our refuges and safe housing, this post will include travel within the Ceredigion and wider area as and when needed.
<b>Job Purpose:</b>	As part of a team providing a safe and confidential helpline and refuge service to support individuals and their children who are being subjected to domestic abuse and to provide professional, confidential information and support to individuals who may be either staying at the refuge, be previous residents, be seeking advice by telephone or being assisted on a non-residential basis. To promote and facilitate the development of the refuge and safe housing service initiatives, monitor and gain feedback. To ensure that all support systems are in place and working in the best interest of the survivor of domestic abuse. To ensure that all clients are aware of the services available to them and how best to access such services.
WWDAS places the needs of service users at the heart of everything it does and this is reflected throughout the organisation and its relationships with others.	
The post holder is required to work with minimal supervision and to work unsocial hours as part of their working week which will include weekends. They will carry out the following tasks, depending upon location, qualifications and experience:	
<b>1. Clients of the organisation</b>	

- To staff on a daily basis the helpline and first point of contact.
- To give practical information and support to people experiencing domestic abuse, including on-going support to non-residents.
- To facilitate delivery of refuge support programmes for women and their children.
- To arrange and lead regular house meetings, keeping detailed records of all issues raised within the meeting.
- To perform practical tasks including house keeping when required.
- To promote personal well-being and domestic hygiene.
- To be the first responder in the event of an emergency within the safe housing across Ceredigion.
- To assist clients with obtaining relevant information.
- To liaise with other agencies to meet the needs of clients.
- To accompany residential clients to other agencies when required and when there is sufficient rota coverage.
- To attend and contribute to staff meetings ensuring relevant information is communicated to other members of staff.
- To attend staff training, supervision/appraisals and case conferencing as required.

## **2. Facilities and Premises**

- To make decisions to ensure the smooth and safe operation of all safe accommodation and the welfare of clients.
- To perform practical tasks as and when required.
- To raise awareness of house rules, fire safety and security.
- To ensure the accommodation is clean and maintained to a high standard in accordance with all appropriate WWDAS policies and procedures, with particular reference to Health and Safety.
- To prepare and clean rooms for re-let quickly and efficiently to enable new referrals into the service.
- To prepare and maintain inventories of all properties.
- To order and replenish supplies.
- To report or rectify faulty equipment or damage.
- To test and record fire alarms and security.
- To carry out regular Fire and Health and Safety checks in accordance with WWDAS policies and procedures.

## **3. Administration**

- To maintain accurate and up to date detailed case notes and client records in accordance with Data Protection and other legislation, WWDAS policies and procedures and good practice.
- To maintain ongoing records of refuge activities.
- To compile and produce reports including statistics, letters and information packs.
- To respond to correspondence, including email, concerning clients.

- Under delegation from the line manager, to assist in the sourcing of adequate staff and volunteer rota cover.
- To undertake own routine administration e.g. word processing, filing, archiving in shared computer systems.

#### **4. Human Resources**

- To participate in the mentoring and induction of new staff and volunteers.
- To give ongoing support to volunteers and other staff members which on occasion may include outreach work.

#### **5. Finance**

- To collect and record rental, service charges and other income from residents.
- To appropriately use and record petty cash transactions.

#### **6. Public Awareness and Publications**

- To provide and maintain relevant and current information materials to meet both client needs and those members of the public who are interested in our work.
- To be an ambassador of the organisation and identify potential sources of sponsorship and additional income streams.

#### **7. Other**

- To develop, nurture and maintain effective professional relationships with partner organisations, stakeholders and other agencies.
- To provide appropriate emotional support for users.
- To attend and participate in external meetings, forums, etc. as appropriate.
- To participate in planning review and evaluation of services.
- Observes professional etiquette and confidentiality at all times.
- In the absence of staff assists with other duties appropriate to your role.
- The job holder is responsible for her own health and safety.
- The job holder will attend training courses, charity meetings and other team events as required.
- Demonstrates a commitment to equal opportunities and diversity.
- The job holder will carry out such other reasonable tasks that may from time to time be allocated.

\*Female only under the Occupational Requirement Exception in the Equality Act 2010.

***This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the charity.***

## Person Specification

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
1. An understanding of domestic abuse and how it affects women, men, children and young people.	√	
2. Good knowledge of Safeguarding issues and willingness to undertake any necessary training.	√	
3. Knowledge of confidentiality and professional boundaries and willingness to comply with these.	√	
4. Knowledge of Data Protection.		√
5. Knowledge of benefits and entitlements related to domestic abuse.		√
6. Knowledge of health and safety.		√
<b>Language and Communication</b>		
7. Good communication skills including written (including report writing), oral and presentations.	√	
8. To be able to communicate in Welsh and English – both verbally and in written form.	English √	Welsh √
9. Listening and empathy skills as well as demonstrating empathy	√	
10. Good time management skills	√	
11. The importance of managing difficult issues and conflict.	√	
12. Good attention to detail and organised.	√	
13. Good IT skills.	√	
14. Ability to prioritise work on own initiative. Be part of a team and contribute to ensuring the team achieve their objectives.	√	
<b>Qualifications</b>		
15. 5 GCSE's Grade A-C including Maths and English or equivalent	√	
16. Full Clean Driving Licence and access to a vehicle.	√	
<b>Experience</b>		
17. Administration tasks.	√	
18. Working with minimal supervision		√
19. Experience of multi-agency work		√
20. Experience of facilitating group work / presenting to small groups of people	√	
<b>Personal Qualities</b>		
21. Able to work flexibly and to do evening and weekend work.	√	
22. Ability to take part in an on-call rota.	√	

