

## **JOB DESCRIPTION**

**Post:** Out of Hours Young Women's Refuge Worker

**Hours of Work:** 22 hours (2 shifts per week, including sleepover)

**Salary:** £8580 per annum

### **Job Purpose:**

- To provide refuge cover overnight and ensure the safety and security of the residents and refuge building, including admitting and settling in new residents.

**Responsible To:** The Refuge Manager

### **Duties and Responsibilities**

#### **Administration:**

- To work within BSWA's administrative and financial systems.
- To ensure that adequate records are kept for all service users.
- To keep accurate records of financial transactions in line with BSWA's procedures.
- To ensure that Health and Safety records are kept up to date.
- To keep inventories of all refuge contents.

#### **Communication:**

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the refuge, staff, volunteers and service users by:
  - a) maintaining BSWA communication records
  - b) following safety procedures
  - c) carrying out risk assessments in conjunction with your line manager
  - d) attending appropriate team and project meetings
- To attend training relevant to the post in agreement with your line manager.
- To attend support and supervision sessions with your line manager.

#### **Premises and Equipment:**

- To ensure that the appropriate agreements related to tenancies are completed.
- To ensure that house rules and fire safety procedures are read and understood by new tenants and that all residents comply with them.
- To carry out health and safety checks to ensure the building is secure at all times, maximising the safety of residents and staff.
- To prepare rooms for new residents, ensuring compliance with health and safety requirements.
- To ensure the refuge is clean and tidy overnight
- To ensure that the refuge revenue is collected by completing housing benefit forms and all personal contributions are collected on a weekly basis, in advance.
- To report to your line manager any difficulties in relation to the collection of rent and other charges.

#### **Support Work:**

- Devise and implement appropriate methods of communication with women and children living in refuge, in agreement with your line manager.
- To take out of hours referrals, including an initial risk assessment
- To welcome and settle women and children into the refuge, familiarising them with the building.
- To respond to emergency situations arising within the refuge out of hours, including during the sleep-in period.

**General:**

- To maintain the confidentiality of the women, young people and children using the service.
- To maintain confidentiality in all matters relating to the organisation.
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation, adhering to BSWA's framework for equal opportunities and anti-discriminatory practice.
- To adhere to Child Protection and Safeguarding procedures, and Adult Safeguarding procedures throughout.
- To ensure the efficient use of resources at all times.
- To work within BSWA policies and procedures and demonstrate a commitment to the values and ethos of BSWA.
- To participate in the development and annual appraisal of a personal individual development plan with the line manager.
- To undertake any other duties required by BSWA, which may arise incidentally, develop, or be assigned commensurate with the post.

## Birmingham & Solihull Women's Aid

### Post: Refuge Project Worker

#### Person Specification

<b>Commitment and Understanding</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
Commitment to services for women and children affected by domestic violence.	X	X	
Commitment to work within BSWA ethos, policies and procedures.	X	X	
An understanding of women's issues and feminist principles, in particular around the issues of domestic violence and its implications for women and children.		X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs.		X	

<b>Experience</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
Of working with women and children affected by domestic violence	X	X	
Of working within safeguarding guidelines to protect and promote the well-being of children and vulnerable adults.	X	X	

<b>Skills</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
A professional approach to communicating with and engaging service users		X	
The ability to carry out safe working practices essential within domestic violence services, including risk assessment, safety planning and the implementation of confidentiality procedures.	X	X	
The ability to build good relationships with other staff and volunteers and to work as part of a team.		X	
Good administrative skills and the ability to work with Microsoft Office.	X		
A willingness to work flexibly to ensure the needs of the service are met.		X	

<b>Desirable</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
Relevant qualifications	X		
The ability to speak one or more of the South Asian Languages	X		X