

Refuge



**For women and children.
Against domestic violence.**



**Community Outreach Worker
RECRUITMENT PACK**

Introduction from the CEO

Thank you for your interest in working for Refuge.

We have a diverse team of incredible people who work together to provide an inclusive approach to ensure that every woman who needs support when facing domestic abuse, receives it.

We do this through a combination of frontline services offering immediate safety and support to women and their children. We also lead vital work to influence and change policies and practices that impact women and girls and use public engagement and campaigning to help change societal attitudes and norms.

We know that domestic abuse will never end until it is recognised by society as the crime that it is, and there is an understanding that it is underpinned by misogyny. We will not stop until we are able to challenge and shift harmful societal attitudes as well as drive policy and practice change that is needed to end Violence Against Women and Girls (VAWG). It is only then that women and children will be free to live their lives in safety, with control over their choices and without fear.

Whatever your role at Refuge, you will have the opportunity to grow and develop as part of an amazing diverse and inclusive team of inspirational and talented people who provide vital and specialist services to women and children when their lives are in crisis. This is not always easy work, but it is essential, it is lifesaving, and it is life changing. So, whether you work directly with clients, behind the scenes, or represent Refuge to the outside world, you will be an integral part of what we do.

We look forward to receiving your application.

Ellen Miller CEO



We want kind and empathic people to work at Refuge, who believe in equality, diversity, and inclusion, are experts in their area of knowledge, want to make a positive difference and improve the lives of the women and children we support.

This is an opportunity to join Refuge as a Community Outreach Worker to provide high quality personal welfare support service to survivors of domestic violence and other forms of violence and abuse including those at the point of crisis. In this role the key responsibilities will be working within a multiagency framework to develop referral, joint working and information sharing protocol.

Please note that this post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. As part of this role, you will be required to participate in an out-of-hours on call rota. An enhanced DBS will also be required for the successful applicant. As part of this role, you will be required to participate in an out-of-hours on call Rota.

Salary

£25,104 per annum

Employment term:

This post is Permanent, Full Time, 37.5 hours per week.

Location:

Derby

Closing Date

9.00 am on Monday 3rd June 2024

Interview Date

Monday 10th June 2024

Employment Terms

Salary:

The annual full-time salary for this role is £25,104.

Days/Hours of work:

The contracted hours of work are 37.5 hours per week, from Monday to Friday. This is exclusive of an unpaid lunch for every full day worked.

Probation:

All appointments are subject to satisfactory pre-employment checks, further details of which will be provided when an offer of employment is made. The probation period for this post is 6 months.

Annual Leave:

Annual leave allowance is 28 days per annum plus public holidays, rising to 30 days following completion of five years' service at the start of the annual leave year. This is pro rata for part-time roles.

Pension:

Refuge operates a qualifying pension scheme with People's Pension which includes a 6% Employer contribution.

Managerial staff have the alternative option of joining the non-contributory Group Personal Pension Scheme with Royal London.

Employee Benefits

Refuge offers a variety of exciting opportunities to learn, develop and grow in your career. We recognise the value everyone brings to the organisation to achieve our aims and are dedicated to developing and rewarding our staff.

We offer all our employees a competitive benefits package including:

- Competitive salary.
- Clinical supervision for all staff.
- Confidential support and advice service via an employee assistance scheme available 24 hours a day which provides support on a range of work and personal issues.
- Enhanced sick pay leave which increases with length of service.
- Excellent sector leading maternity, adoption, parental and paternity pay and leave.
- Generous life cover scheme valued at four times individuals' salary and covers death in service subject to insurers approval.
- Eye care scheme.
- Cycle to Work Scheme.
- Access to Perkbox providing discounts to employees on a wide range of activities and online purchases.
- Opportunity to join our wide range of Equality Network Groups.
- Flexibility – we are committed to supporting flexible working. If you would like to discuss flexible working options, there will be space to do so during the interview process.
- Interest free loans to purchase season tickets for travel to work and/or to pay deposits to secure rented accommodation.

Training and Learning

We are committed to supporting a culture that enables all staff to achieve their full potential by providing a range of professional and personal development opportunities including access to a wide range of e-learning resources.

JOB DESCRIPTION

Job Title	Community Outreach Worker
Reports to	Deputy Service Manager
Location	Derby
Responsible for	N/A
Working hours	37.5 hours per week
Working pattern	9.00am – 5.30pm, Monday – Friday

Main Purpose

The post holder will provide a high-quality personal welfare support service to survivors of domestic violence and other forms of violence and abuse including those at the point of crisis. The post holder will provide advice, advocacy, support, and training to statutory agencies, in accordance with Refuge's philosophical principles.

Key Accountabilities and Deliverables

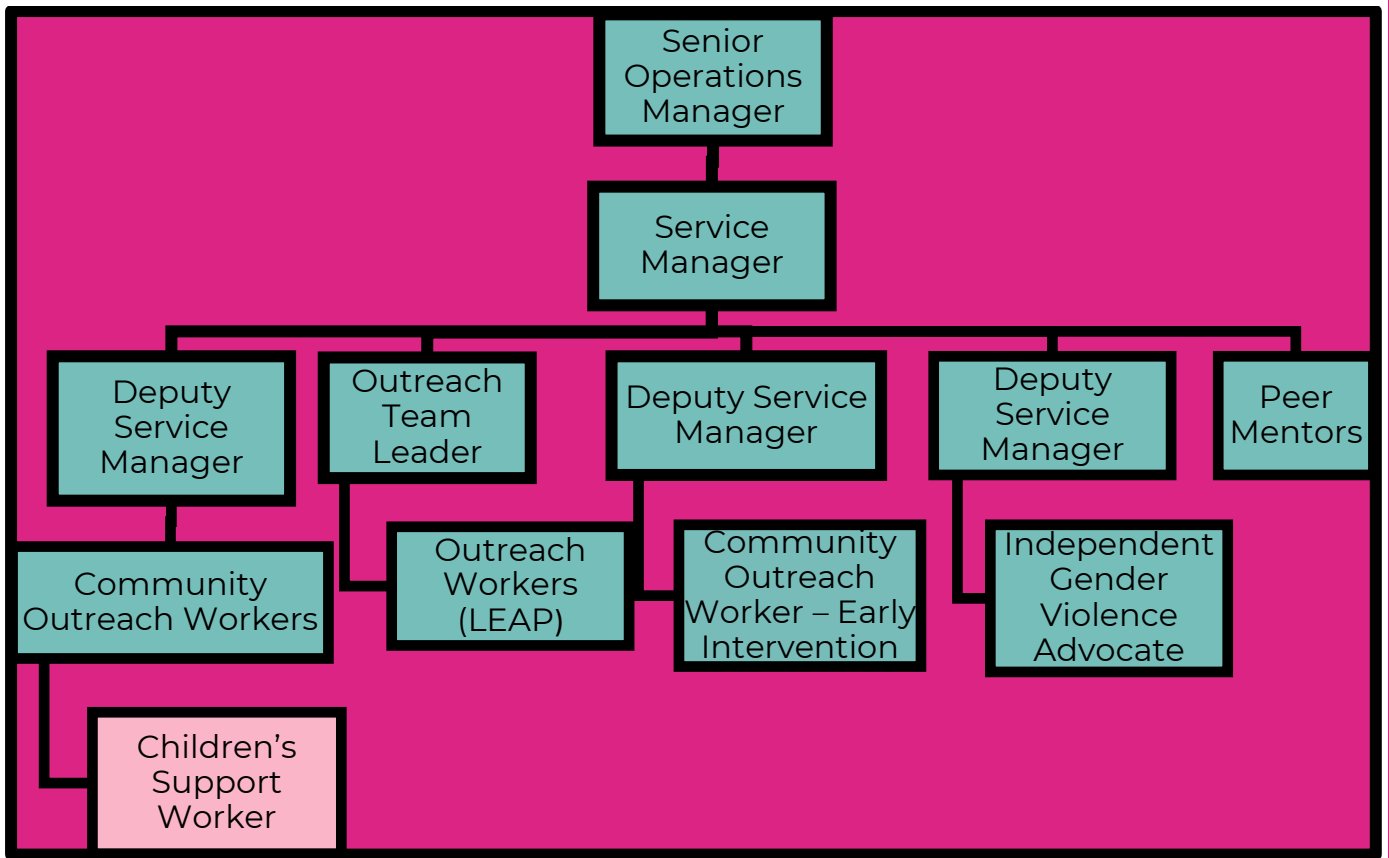
- To provide practical and emotional support to survivors of domestic violence and other forms of violence and abuse in accordance with Refuge's philosophical principles. This will include conducting key work sessions on a regular basis and keeping casework records up to date.
- To establish the risks to and the needs of survivors of domestic violence and other forms of violence and abuse, through enabling women to assess and manage risk to their own and their children's safety.
- To develop and deliver individual support and risk management plans to address the risk of harm to survivors of domestic violence and other forms of violence and abuse, and to ensure that such plans are in place for every client.
- To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the Services Manager, or if unavailable another manager.
- To work in partnership with other agencies and to advocate for survivors to ensure their needs are met.
- To assess benefit requirements of women escaping domestic violence and other forms of violence and abuse and to ensure prompt take up of housing and other benefits.
- To ensure that survivors are aware of their rights to legal protection for themselves and their children, and to arrange for the provision of legal advice as required and accompany women to appointments if appropriate.
- To prevent future homelessness amongst survivors of domestic violence and other forms of violence and abuse and their children.
- To recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other hard to reach groups.
- To be an ambassador for Refuge, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic violence and other forms of violence and abuse and their children.
- To work within Refuge's quality management system following all policies and procedures.
- To provide statistical monitoring or reports as required.
- To ensure that the views and experiences of women and agencies are sought actively and inform the development of the service.
- To report any problems/difficulties/complaints to the services manager and participate in follow up investigations as required.
- To maintain confidentiality and to ensure that professional boundaries are observed when working with clients, staff and external bodies and to work within Refuge's Code of Conduct.

- To ensure Refuge's lone working procedures are followed and report whereabouts to the services manager when visiting clients.
- To maintain the security and well-being of survivors of domestic violence and other forms of violence and abuse and their children, and to communicate immediately with the services manager any concerns regarding security.
- To ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 1998.
- To promote and support equality and empowerment within all areas of work.
- To represent and be an ambassador for Refuge, working in partnership internally and externally with other agencies to ensure an effective coordinated community response to survivors of sexual violence and their children.
- To develop and maintain positive, collaborative working relationships with all Refuge staff both locally and across the wider organisation, being committed as part of the team to providing a high level of support to survivors.
- To actively participate in Refuge's performance management processes including regular supervisions and development. (Please note this will involve travel to London)

General responsibilities

- Demonstrating an understanding of and commitment to equality, diversity, and inclusion in all aspects of the role.
- Promoting and ensuring the safety and wellbeing of self and others in line with our Safeguarding Adult and Children Policies, Health & Safety Policy, together with any other requirements aimed at keeping people safe from harm in their interaction with Refuge.
- Ensuring that the confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.
- Promoting sustainable working practices and reducing the environmental impact of Refuge's work.
- Adhere to Refuge's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- This list is not exhaustive, there may be other duties necessary to undertake the role.

Team Structure Chart



Who Are We Looking For?

For us it is important that you are passionate, committed and care about the work Refuge undertakes. Not all roles require previous experience in the Violence Against Women and Girls (VAWG) sector. You may be able to bring relevant experience from another industry or transferable skills from a different type of role or volunteering/community experience.

For us, a role description is a useful guide. But please don't discount yourself if you feel you don't meet all the criteria and believe you have the potential. Above all we value individuals who are committed to working hard but looking after yourself, flourish in an inclusive environment and want to make a positive difference to the communities we support.



Person Specification

Experience, Knowledge & Qualifications

- Good standard of general education or equivalent experience.
- A relevant qualification – ISVA/IDVA/Social work/Housing,
- Experience of providing direct emotional practical and welfare support.
- Knowledge of the dynamics and impact of domestic violence and other form of violence and abuse and how best to support survivors.
- Up to date knowledge of legislation relating to survivors of domestic violence and other forms of violence and abuse.
- Experience of identifying and responding to the risks to and needs of survivors of domestic violence and other forms of violence and abuse (desirable).
- Experience of working in a residential setting/ refuge.
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Skills

- Evidence of the ability to communicate clearly and concisely.
- Evidence of the ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity.
- Evidence of the ability to take responsibility for own actions and behavior able to reflect on previous experiences to improve own practice.
- Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent.
- Evidence of the ability to work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required.
- Evidence of ability to plan and prioritise work activities.
- The ability to listen actively and match communication to the needs of the recipient.
- Demonstrable ability to use Microsoft Office (word, excel, outlook, access).
- A commitment to follow philosophical principles of Refuge and be committed to empowerment, support and equality which underpin all of the work undertaken by Refuge.

Personal Qualities

It is important to us to have kind, flexible, adaptable, and empathic individuals within the team. Therefore, your contribution to the organisation should be one that supports creating an inclusive and safe environment. You will consciously aim to use your position within the organisation for the enablement of others by creating a collaborative, empowering, respectful, and inspiring environment where people look forward to coming to work.

An Inclusive Workplace for All

- Our vision is to have a workforce that is reflective of the communities we serve; therefore, we actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.
- We are committed to challenging the inequalities of society and will continue to learn and grow as an organization to ensure that we provide an inclusive and welcoming environment for all.
- We understand that people have personal lives, and these can sometimes impact on their time and availability. We will be as flexible as we possibly can be in terms of supporting staff to balance their work and their personal lives. If you need flexibility within your working hours, working pattern or location then do let us know and if the role and team can support that request, we will do what we can to support you.
- We are proud to have been awarded Disability Confident - Committed. Refuge is aware that individuals with disabilities, or long-term health conditions or are D/deaf or neurodivergent are underrepresented in the sector. Refuge is committed to doing what we can to support our employees.
- We committed to paying a competitive salary for the sector because we want to help break the poverty cycle and reduce social economic barriers to those working within the sector. This is reflected in our commitment to the Show the Salary pledge and #Nongraduateswelcome and being an Accredited Living Wage employer.
- We understand that individuals who are Black, Asian and ethnically diverse are often underrepresented within the sector therefore we have signed up to the VAWG Anti-Racism charter, we have an EDI Steering Group and equality, diversity and inclusion training.
- Furthermore, we have seven Employee Network Groups providing a safe space for staff to share their lived experiences and to challenge us as an organization to do better.

These groups are:

- Mental Health and Wellbeing
- LGBTQI+ Shine
- Anti-Racism and Equality
- Allies
- Families
- Women's
- Disability and Neurodiversity Matters

How To Apply

Key Information and Deadlines

To apply please access our online application form via our website:

<https://refugecareers.ciphr-irecruit.com/Applicants/vacancy>

Applications must be completed and submitted by 9.00am on 3rd June 2024

- If you have any questions or want to discuss the post before applying, please contact us via email to recruitment@refuge.org.uk
- You can also find out more information about Refuge at www.refuge.org.uk

Interviews will take place on 10th June 2024

Completing your application form

What matters most to us when recruiting new members to join the Refuge team, is the inclusive attitude and relevant experience you will bring to the organisation and the role, and how you will support our values of: *A FEMINIST FORCE FOR GOOD, NEVER SHY AWAY, BUILD IT TOGETHER, SHOW WE CARE, LEARN EVERY DAY.*

Please note that we do not accept CVs for this job vacancy and all applications must be submitted via our online application form. The application process will require you to complete various sections of the application form. It is important that you complete all sections. Please do indicate N/A (not applicable) should some areas of the form not apply to you.

Your Supporting Statement section of the application form describing your skills and experience against the job description and person specification, will also be used to determine who to invite for an interview. Therefore, please do give clear examples of how your skills and experience are relevant to the job you are applying for, and how and where you have used them. Your Supporting Statement should not exceed a maximum of 800 words.

For example, this can be:

- Relevant experience from your present or previous jobs.
- Skills and experience gained from community or voluntary work, work experience, leisure interests and activities in the home.
- Education and the training you have received.

We would like to thank you in advance for expressing an interest in working for Refuge. We look forward to receiving your application.

Applications from Former Refuge Service Users and Survivors

Former Refuge service users, Survivor Ambassador's and Survivor Panel members no longer using our services can apply for all advertised job vacancies. If successful in securing the role, the data on Impact of former service users will be protected.

Job vacancies are not open to survivors that are currently using our services. This restriction is for the survivor's safety and to avoid a conflict of interest.

