Job Description

Job Title: Refuge Caseworker

Reporting to: Service Manager

Service: Haringey Refuges

Salary Band: 2.1 and 2.2

Location: On site

Hours: 24.75 hours per week

Contract: Fixed term contract to October 2027

This job description may change to reflect changing requirements of the role

The Role

Refuge Caseworkers provide practical and emotional advice and support to women who have experienced domestic abuse. The role supports women to improve their safety, identify and work towards their own goals, access relevant services and build independence. The postholder manages their own caseload, contributes to the safe and effective running of the refuge, and supports service users to understand and manage rent and service-charge responsibilities.

Accountabilities

1. Case Management and Support

- Manage a caseload of up to 6, including active support and resettlement cases, prioritising work according to need and risk.
- Assess referrals for vacant rooms in line with policy and liaise with the Refuge Caseworker Referral Coordinator to support timely admissions and minimise void periods.
- Welcome new service users, explain Solace services, policies, procedures and house expectations, and provide information about relevant internal and external support.

- Complete and regularly review needs and risk assessments, safety plans and support plans with service users, ensuring plans reflect their wishes, priorities, strengths and agreed goals.

- Provide practical and emotional support, advocacy and information, and make referrals to specialist services where appropriate.

- Support service users to access benefits, Universal Credit, Housing Benefit, housing options and other relevant services.

- Ensure Housing Benefit applications are submitted promptly, receipts are obtained and payments are followed up in line with the relevant financial procedure.

- Maintain accurate and up-to-date records of rent, service charges and related financial matters; help service users understand their payments, monitor arrears and take agreed follow-up action, escalating concerns to the Service Manager when required.

- Identify and respond to safeguarding concerns involving adults or children, following safeguarding procedures and escalating concerns promptly.

- Contribute to MARAC, Child Protection and other multi-agency meetings as required, sharing information appropriately and recording agreed actions.

- Support service users with move-on and resettlement planning, including housing applications, practical arrangements and links to ongoing support.

- Maintain timely, accurate and confidential case records, support plans, risk assessments and other required records on OASIS and relevant systems.

- Contribute to service-outcome monitoring, feedback and reporting, ensuring information is complete and submitted within required timescales.

2. House Management, Health and Safety

- Help ensure the refuge is safe, welcoming and well maintained, and that day-to-day arrangements support residents' safety, dignity and independence.

- Prepare rooms for new admissions and ensure rooms are checked and ready following move-on, reporting outstanding repairs or issues promptly.

- Complete required routine health and safety and welfare checks, including relevant fire-safety and other site checks, in line with service procedures.

- Report repairs, hazards and maintenance issues promptly and follow up outstanding actions through the agreed process.

- Complete accident, incident and other required reports accurately and within the relevant timescales.

- Organise and chair house meetings, support resident participation and feedback, and work with service users to improve the shared living environment and implement the Service User Plan.

- Support appropriate day-to-day refuge arrangements, including safe access, visitor and professional appointments, confidentiality and building security, in line with refuge procedures.

3. Recording, Quality and Service Improvement

- Keep OASIS case notes, assessments, risk and support plans, monitoring information and other records accurate, current and completed within required timescales.

- Contribute to routine monitoring, service-user feedback, outcome reporting and the collection of evidence demonstrating the impact of the service.

- Participate in case-file checks, dip-sampling, audits and other quality-assurance activity, and complete agreed actions within the required timescales.

- Raise gaps in records, missed deadlines, risks or barriers to delivery with the Service Manager promptly.

- Work in accordance with the service's operational plan, service standards, relevant financial procedures and Solace policies and procedures.

4. Corporate Responsibilities

- Follow Solace Women's Aid policies, procedures and code of conduct, and keep up to date with requirements relevant to the role.

- Promote equality, diversity, human rights and anti-discriminatory practice in all aspects of work.

- Keep service users' voice, choices and feedback central to service delivery and contribute to service development.

- Contribute to a psychologically informed working environment, including individual and team-based reflection and self-care.

- Work collaboratively with colleagues and internal and external partners, communicating effectively and sharing information appropriately.
- Attend team meetings, supervision, training and other meetings required for the role, and contribute to effective working practices.
- Act as an ambassador for Solace Women's Aid and uphold its values in professional conduct.

Values, Behaviours and Competencies

- Committed to Solace Women's Aid's purpose, keeping service users at the heart of service delivery and development.
- Feminist in understanding violence against women and girls (VAWG)
- Committed to innovation and continuous improvement in working practice
- Flexible, open to new ideas and experiences, and able to reflect on own practice
- Committed to understanding diversity and applying anti-discriminatory practice
- Non-judgemental, with a commitment to appropriate boundaries and self-care
- Collaborative and able to build constructive relationships with internal and external partners

Knowledge, Experience and Skills

- Demonstrable experience of working with vulnerable people in any capacity
- A sound understanding of the practical, emotional, social and economic issues facing women and children affected by VAWG
- Knowledge of, or willingness to learn about, options available to survivors of domestic abuse, including housing options and criminal justice and civil remedies
- Ability to work in a psychologically informed way, sensitively and without judgement
- Knowledge of safeguarding for adults and children, or willingness to develop this knowledge

- Strong organisation skills, with the ability to manage a caseload, work under pressure and prioritise competing demands
- Good written and verbal communication skills and confidence using IT and recording systems
- Understanding of working in a regulated environment
- Experience of working within a multi-agency framework (desirable)
- Experience of needs-led risk assessment, support planning and safety planning (desirable)
- Experience of working collaboratively to manage crisis and challenging situations (desirable)
- Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive

Team Structure

