

AYLESBURY WOMEN'S AID

JOB DESCRIPTION

Post:	Refuge Manager
Hours of Work:	30 or 37 Hours over 5 days (flexible and will include occasional evening work, participation in On-call rota)
Location:	Aylesbury Women's Aid Refuge, Aylesbury Town Centre
Allowances:	Casual Car User
Responsible to:	The Board of Trustees
Salary Scale:	Circa £35,000 dependant on experience – pro-rata for 30 hours

Aylesbury Women's Aid is a company limited by guarantee and a registered charity.

The purpose of Aylesbury Women's Aid is:

'To exist for the benefit of all women and their children who are experiencing physical, mental or sexual abuse in their relationships and to offer support, information, advice, access to temporary accommodation and aftercare.'

Job Summary:

The Refuge Manager will work from the Refuge Office and is responsible for ensuring the smooth and efficient running of the Refuges.

The Refuge Manager will lead the team of Refuge support workers, child development worker and general support team in the provision of high quality, relevant and safe services to women and children seeking Refuge and experiencing domestic violence, in line with both Aylesbury Women's Aid and the Women's Aid Federation of England's aims and principles.

The Refuge Manager will take responsibility for the day-to-day coordination and administration of the Refuge-based support services, whilst working closely with the other AWA Managers, Team Leaders and Trustees. You will work collaboratively involving all staff and value their contribution on an equal basis.

To cover for support workers when absent as well as participation in the OOH rota when needed.

Main Duties and Responsibilities:

Leadership

- Responsible for all line management duties i.e. 1-1s, staff appraisals, team meetings, organising training & development and appropriate supervision. Ensuring staff engagement and motivation.
- Effectively manage staff sickness absence in line with the absence management policy.
- Participate in the recruitment and selection of staff including induction and probation of new staff members.
- Notify the Trustees if any issue or difficulty arises which cannot be readily and satisfactorily resolved and any significant resolved issue or difficulty that has arisen as soon as reasonably possible.

Management

- Motivate and lead the Refuge-based Services staff team in the implementation of Aylesbury Women's Aid's strategic business plan and delivery of services.
- Coordinate the Refuge services and ensure effective monitoring and evaluation systems are in place, which reflect best practice and enable review and development of services.
- Coordinate the Out of Hours parts of the Single Point of Access Service and the Out of Hours Refuges emergency support, ensuring that all contractual requirements are met and liaising as needed with the Outreach Manager, IDVA/Community Based DA Services Coordinator and with Wycombe Women's Aid to ensure that a full, effective and continuous service is always in place.
- Supervise Refuge-based staff on a day-to-day basis including a minimum of six weekly 1-1 meetings, in line with Aylesbury Women's Aid's supervision and appraisal policy. Ensure that these staff fulfil their responsibilities of their role to agreed standards and within the agreed hours.
- Ensure that there is adequate and appropriate cover for staff during absence for any reason.
- To act as the designated lead on safeguarding of children and vulnerable adults for the Refuges.
- Oversee all work with contractors and subcontractors in relation to the Refuge buildings and surrounding premises.
- To manage the Refuge space, maximising the collection and administration of monies. Ensuring that the service operates within budget and within AWA's Financial Policies and Procedures.
- To ensure that service users needs are met through high standards of key working including risk assessment, support planning, safety planning and group work. Organise weekly house

meetings ensuring appropriate staff and residents attend, minutes are taken and actions followed up.

- Facilitate the resolution of any difficulties/issues between Refuge staff and residents, or between staff or involving contractors or other organisations.
- Ensure that all relevant information is provided to Refuge support staff and that there is consultation with staff over significant issues.

Strategy

- Promote the involvement and feedback from residents to develop and improve the work of Aylesbury Women's Aid.
- Ensure Aylesbury Women's Aid and its mission and services are consistently presented in a strong, positive image for the benefit of women seeking Refuge and services.

Partnership and Communications

- To maintain constructive and effective working partnerships with funders, partners and other stakeholders including the Board of Trustees.
- Liaise with Wycombe Women's Aid Refuge support services to ensure consistent services are delivered throughout Buckinghamshire.

Governance

- Provide timely, accurate information and recommendations to the Chair/Board of Trustees in terms of funding / grant applications. Preparing ad-hoc reports for internal and external use.
- To ensure that legal requirements are fully met in relation to safeguarding, data protection and health and safety at all times.
- Ensure health and safety standards are maintained and risk assessments are completed in relation to the Refuge buildings, equipment and working practices.
- To respond to informal and formal complaints as appropriate within the complaints policy and procedures.

General

- Be willing to work flexible hours, which will include some working outside normal office hours.
- Undertake any additional duties as agreed with the Board of Trustees to ensure the efficient operation of Aylesbury Women's Aid. The role may include carrying a small case load or helping where a client has more acute needs.

- There will also be a requirement to take part in the Out of Hours Rota, for which a supplement will be paid.
- Work wholly within, support, and implement all policies and procedures of Aylesbury Women's Aid at all times.
- Draw the trustees' attention to any practical difficulties arising from applying existing policies and procedures, make recommendations for any additions to policies and procedures affecting the Refuge and contribute to periodic policy reviews undertaken by the trustees.

The duties of this post may vary from time to time, without altering its overall nature.

November 2024