

**Job Title:** Refuge Support Worker

**Reporting to:** Service Manager

**Service:** Enfield Refuge

**Location:** Enfield

**Salary Band:** 2.1 - 2.2

**Working Hours:** 37.5 hours per week

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

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### The Role

Refuge Workers provide advice and support to women who have experienced domestic abuse. The role is including the admission and resettlement of survivors of domestic violence to the refuge. You will work with women to devise a support plan that meets their immediate practical and emotional needs and starts the process of recovery, linking women into more specialist support services where required. You will assist with the smooth running of the refuge ensuring that rents and service charges are paid, rooms are available, organising repairs and responding to crisis situations.

### Accountabilities

- Answer all phone enquires.
- Prepare rooms for families moving into the refuge, cleaning of accommodation, including kitchen area
- This may consist of moving furniture for deep cleaning
- Assisting with deliveries, some maybe large deliveries
- Assisting with Felix food deliveries, this may require some lifting
- Introduce new clients to Solace services, explaining policies, procedure, house expectations etc. Ensuring residents are informed of available service both internally and externally
- Adhere to safeguarding standards for both adults and children
- Support residents with benefits, Universal Credit, Housing Benefit etc
- Collect rent, charges and other payments from residents and record them accurately according to Solace finance procedures
- Accompany residents to appointments as and when appropriate on different forms of transport

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- Organise and participate in house meetings; empower residents to make decisions regarding the smooth running of the refuge
- Establish and maintain good working relationships with Local Authorities, Children's Social Care and any other relevant voluntary and statutory agencies.
- Develop and review individual support plans with residents
- Keep up to date accurate records for all residents
- Offer a planned level of support for residents moving on from the refuge.
- Work towards achieving appropriate re-housing for residents
- Partake in Health and Safety checks, including welfare checks, reporting repairs, completing accident and incident reports.
- Attend regular staff meetings, ensuring that you contribute to the effective working practice and communication
- Attend regular supervision sessions with your line manager
- Represent Solace as necessary
- Attend relevant training as identified during supervision or appraisal
- Ensure that compliance with Solace's Policies & Procedures are up to date
- Ensure effective implementation of Solace's Equality and Diversity policies and awareness and integration of an equalities and human rights agenda in all your work, including further development of anti-discriminatory practice
- Maintain confidentiality in all matters relation to the organisation
- Carry out any other duties appropriate to the post as requested by your line manager, Chief Executive and/or Board to ensure the smooth running of the organisation
- Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive

### Values, Behaviours & Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

### Knowledge, Experience and Skills

- Demonstrable experience of working with vulnerable people. Particularly with women affected by domestic and sexual violence
- Demonstrable experience of supporting vulnerable women to make effective housing applications
- Demonstrable knowledge of universal credit and housing benefit
- Experience of multi-agency partnership working

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- Experience of working in a regulated environment, managing risk, and following case management procedures to meet the needs of a diverse and vulnerable client group
- In depth understanding of domestic and sexual abuse and its effect on women & children
- A good understanding of confidentiality and professional boundaries
- An understanding of and commitment to Equal Opportunities and Diversity
- Ability to provide an effective key working service to women affected by domestic abuse
- Effective interpersonal and group work skills
- Ability to prioritise own work plan and work to deadlines
- Ability to operate and maintain basic administrative financial systems
- Ability to provide accurate reports and record information
- Proficient use of Microsoft Office Packages



# Job Description

## Team Structure

