KEY JOB OUTLINE  
 **Post:** Refuge Support Worker   
 **Salary:** £25,590 - £26,485 (Grade D)  
 **Working hours:** 36.5 (Full Time)

**Responsible to:** Refuge Manager

**Job Purpose:**

This role includes providing high quality practical and emotional support to women who have experienced domestic abuse, including safety planning to those in crisis. You will be the first point of contact for the service developing trusting relationships and helping women to gain their confidence and define and achieve their own goals. The role support refuge residents in a communal setting offering support in both individual and group work settings. You will encourage residents to engage in support and encourage residents to feel part of the refuge community and wider community.

**Key Tasks**

* To work alongside people to live in their safe space, addressing practical aspects of living in supported housing including managing repairs, licence issues, income (including rent payments) and addressing any anti-social behaviour.
* Have conversations with potential residents to assess whether this placement would suit their needs and allocate rooms as appropriate and if not to offer assistance to look at alternative options.
* Work alongside the scheme cleaner to prepare rooms for new arrivals to the Refuge.
* To welcome new residents building trusting relationships to discover what is important to them and co- produce an agreed plan of action for them to achieve their goals.

To collaborate with residents in a trauma informed way, identifying the needs of our residents, providing appropriate advice and support to ensure that residents maintain their own safety and move towards safe independent living.

* Arrange social activities, including outings and celebrations at festival times utilising the input of the residents to ensure specific cultural or religious needs are met.
* Move on planning including emotional and practical support.
* Maintain appropriate record keeping and monitoring systems.
* Ensure the safety and security of the building and external areas at all times and to make sure that they are maintained and in good order, reporting repairs as necessary.
* Promote good relations with the Refuge's immediate neighbours.
* Maintain confidentiality in all matters relating to the Refuge.
* Work collaboratively with other agencies and individuals providing support to women who have experienced domestic abuse and assist in raising the profile of domestic abuse issues in the community.
* To be part of the weekend on-call rota (currently 9.30am-5.30pm) answering calls from the helpline and responding to occasional emergency admissions and incidents. (This will be paid in addition to the salary listed

**Corporate Tasks**

* To ensure that people are protected through knowledge of safeguarding procedures.
* Participate in Key’s Performance Review and Development Process and attend relevant training.
* Comply with Key’s policies and procedures.
* To work at all times in accordance with Key’s values.
* To provide the service in an anti-discriminatory manner in accordance with Key’s Equality and diversity policy.
* Key exists to respond to the need of individuals and some of the tasks are therefore unpredictable. It is therefore expected that the Refuge Support Worker will work in a flexible way when required, undertaking tasks that are not specifically covered in this job description, including providing cover for colleagues as directed.

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| **KEY – PERSON SPECIFICATION** | | |
| **Refuge Support Worker** | | |
| **Personal attributes required (on the basis of the job outline** | **Essential**  **or**  **Desirable** | **Identified by:** |
| **Qualifications** | | |
| GCSE or equivalent in maths and English, grade c or equivalent | D | Application form/ certificates |
| An appropriate qualification in Domestic Abuse Housing, Social work, Social policy etc. | D |
| **Experience** | | |
| Experience of working with women and children, particularly those affected by domestic abuse including direct emotional, practical and welfare support | E | Application form/ Interview |
| Experience of key working, creating action and safety plans delivering person-centred support. | E |
| Experience of managing housing related services such as income management, property management, tenancy management and anti-social behaviour. | D |
| Experience of partnership working liaising with agencies and being an advocate | D |
| **Knowledge and Abilities** | | |
| Ability to communicate effectively in a variety of settings. | D | Application form/ Interview |
| A clear understanding of domestic abuse violence and its impact. | E |
| Ability to work closely with people who are in distress or have gone through tough times. | D |
| Ability to think clearly and act appropriately in a dynamic and pressured environment. | D |
| Ability to work as part of a team | E |
| Ability to use computer packages such as word, emails, and case management systems. | E |
| Knowledge of safeguarding legislation and good practice | D |
| Ability to maintain and update accurate records | E |
| Understanding and commitment to equal opportunities | D |
| **Special requirements** | | |
| Available to work some evenings /weekends, if required. | E | Application form/ Interview |
| Full driving licence and use of car for work related journeys. | D |
| To undertake appropriate training to improve skills and acquire knowledge. | E |