**Out of Hours DV Support Worker**

 **Job Description**





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| Job Title | Out of Hours DV Support Worker(OOHT) – Female  |
| **Grade** | £17,767 pro rata |
| **Responsible to** | OOH Team Leader |

# Purpose of Job

To ensure the effective running of the service outside of normal hours.

 To provide out of hours telephone support for clients and professionals and for callers who may need to access services across LDVS including referrals into LWA refuges.

To ensure safety and security of the building and those clients who reside in refuge.

The post will be based at the main accommodation site but may require visits to the dispersed properties in emergencies.

# Responsibilities

1. To ensure security of the building by monitoring CCTV and undertaking regular security checks.

2. To provide high quality telephone support and referral service for LDVS to callers by:

* Providing emotional support and practical information to callers
* Assess risk and give appropriate safety planning advice
* Give advice to professionals who call.
* Monitoring calls and recording statistical information on the internal monitoring system.

3. Deal with emergencies effectively and ensure back up staff are called when appropriate.

4. Ensure effective communication through the use of handover reports.

5. Provide occasional support to those families and single people who are residing in refuge accommodation.

6. To welcome and book in new families/ Women into the main refuge in an emergency or as previously planned with day staff.

7. To undertake health and safety and fire checks in the main building as appropriate.

8. To deal with any breaches of Tenancy following LWA procedures maintaining your own safety and reporting to the Manager on call.

9. To maintain confidential records and monitoring systems.

10. Complete any admin duties requested by the OOH Team Manager.

11. Maintain high levels of cleanliness and health and safety standards throughout the building and report any defects, maintenance issues, repairs effectively and in a timely manner.

12. To work within LWA Policies and procedures at all times.

13. To attend OOH team Meetings and business/ refuge meetings when able.

14. To embrace anti – discriminatory practice in all aspects of the role

15. To work in a non judgemental, non- directive and empowering way with all who current clients and callers into the service.

16. Undertake any training or development opportunities provided by LWA / LDVS.

17. To work with respect and in partnership with colleagues within and external to LWA.

18. To carry out any other duties reasonably required by LWA.

##### Relationships

The OOH Staff will be directly managed by the OOH Team Leader who will report to the Refuge Manager. All paid members of staff are accountable to the Chief Executive, and ultimately the Trustees of Leeds Women’s Aid,and will work according to Policies and Procedures agreed by them.

###### Physical Conditions

The post will be based in the main refuge site and is a lone working post.