



Relief/Bank Refuge Support
Worker



Job Title	Relief/bank staff Refuge
Grade	£9.84 per hour
Responsible to	Relief Coordinator

Postholder: Relief Domestic Violence Support Worker (as & when required)

Accountable To: Access & Assessment Team Leader

Salary : £9.84ph

Hours: To provide cover as required.

Introduction:

Leeds Women's Aid provides a range of the very best services for vulnerable women and families who are victims and survivors of: Domestic, Sexual & Honour Based Violence and Abuse; Forced Marriage; Trafficking; Stalking and Harassment to become safe, confident and independent.

Our Vision – All women and children have the right to live their lives free from fear and harm.

Leeds Women's Aid is the lead agency in the Leeds Domestic Violence Service (LDVS), which is the Leeds City Council commissioned service, delivered in partnership with Behind Closed Doors and Women's Health Matters. LDVS offers support to women, men and transgender/non binary people.

Purpose of Post:

To provide a high level of support to an identified number of women who have come to live in one of Leeds Women's Aid refuges as a result of the violence and abuse they have experienced.

Staff working evenings, nights and weekends will also be required to answer the 24hour helpline.

Duties of the Post:

1. To provide support to a number of women who have come to live in one of the refuges.
2. To structure that support within a support plan that will be “driven” by the woman as she identifies her support needs.
3. To work closely with external agencies to meet women’s support needs where her needs are specialist e.g. substance use, language support etc.
4. To regularly review the support plan with a woman to ensure it reflects her current needs.
5. To work closely with the Children’s Support Workers where children are involved, to identify any specific support needs that a woman may have in relation to parenting or child contact for example.
6. To sign-post women to a range of other services e.g. LDVS, Sure Start projects, specialist solicitors, GP’s and dentists etc
7. To ensure important matters are communicated in client files, emails and handovers
8. To assess women coming in to the refuge, using LWA’s risk assessment and booking in procedures.
9. To enable women to claim welfare benefits to maximise their income, including housing benefit.
10. To issue licence/ tenancy agreements to women, together with other relevant documentation and ensure that they understand their responsibilities and rights.
11. To collect the weekly charge for living in the refuge directly from women.
12. To implement the rent arrears procedure if necessary.
13. To facilitate house meetings in order to manage dynamics that, are likely to arise as a result of the shared living arrangements within the refuges.
14. To ensure that physical standards are maintained in the house(s) by operating the maintenance system and by reporting the need for any renewals or furniture replacements to the senior support worker.
15. To undertake health and safety and fire safety checks in the house(s).
16. To deal with any breaches of the licence/ tenancy agreement following LWA procedures. In the case of serious breaches, to take the matter to the senior support worker.
17. To enable a woman to work towards a permanent housing solution.
18. To maintain confidential records and monitoring systems.
19. To contribute to the cleaning of units between lets so that they are clean and welcoming to new service users.
20. To work within LWA policies and procedures at all time, paying particular attention to confidentiality and health and safety.
21. To embrace anti-discriminatory practice in all aspects of this role.
22. To work at all times in a non-directive, non-judgmental and empowering way with women who live in our refuges.
23. To undertake any training required by LWA.
24. To attend staff meetings and training events as required.
25. To carry out any other duties as reasonably required by LWA.

Out of hours relief work

Additional duties of the post during evenings, nights and weekends:

1. To be responsible for security of the premises, monitoring CCTV undertaking regular building security checks.
2. To provide high quality telephone support and referral service for Leeds Domestic Violence Service to callers
 - Providing emotional support and practical information to callers
 - Assess risk and give appropriate safety planning advice
 - Take self referrals from women and men for any of our services.
 - Give advice to other professionals who call.
 - Monitoring calls and recording statistical information
 - Sign-posting and referring women to other agencies for safe accommodation or support.
3. Deal with emergencies effectively and ensure back up staff are called when appropriate.
4. To welcome and book in women and children in emergencies to the main refuge site and undertake the necessary paperwork.
5. To deal with any breaches of the licence/ tenancy agreement following LWA procedures. In the case of serious breaches, to take the matter to the Out of Hours Team Leader or Refuge Manager.
6. To set up new service user files, carry out filing and other admin duties.
7. To contribute to the cleaning of units between lets so that they are clean and welcoming to new service users.
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**LAST REVIEWED
Oct 2018**