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| **Job Title** | Out of Hours Worker (Refuge) |
| **Salary** | £20,020 pro rata |
| **Responsible To** | Out of Hours Team Leader |
| **Hours** | Range of shifts available |

**Job Description**

Leeds Women’s Aid (LWA) is the largest women’s charity in Leeds, and has been providing support to women and children affected by Domestic Violence and Abuse (DV & A) for over 45 years. We are committed to our values and strive to embody them in everything we do. We provide 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.

LWA is the lead agency for commissioned Leeds Domestic Violence Service (LDVS), a consortium of 3 agencies offering support to women, men and transgender/non-binary people. This service works within a multi-agency framework provides high quality, pro-active service to victims of domestic, sexual and honour- based violence and abuse, stalking and forced marriage, often those at the highest risk.

LWA is also the lead agency in the innovative and unique Women’s Lives Leeds (WLL) partnership, funded by the National Lottery Community Fund and consisting of 11 women’s and girls’ organisations. Working with vulnerable women and girls, our vision is that many more women and girls in Leeds will have their needs met and be empowered to lead safer and healthier lives.

# 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. Full training will be provided.

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.

# Physical Conditions

The post will be based at a refuge location in Leeds.

The post holder will also have to travel to other locations to ensure effective service is provided to each client.

# Economic Conditions

The salary will be £20,020 pro rata, depending on the number of hours worked. There is a range of shifts available per week, Monday to Sunday. See appendix

# Responsibilities

Responsible to:

The Out of Hours (OOH) Staff will be directly managed by the OOH Team Leader who will report to the Operations Manager (Refuge).

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.

Close liaison is required with the Domestic Violence Support workers in refuges

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# Main Duties

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 across all refuge sites.

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 maintain confidential records and monitoring systems.

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

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

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

10. Complete any admin duties requested by the OOH Team Leader or Operations Manager (Refuge).

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. Develop a range of activities with service users at weekends and evenings.

13. Reply to offline/online messages left on our webchat facility.

# General

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

15. To attend appropriate team meetings and other events.

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

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

18. To undertake any training or development opportunities provided by LWA / LDVS.

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

20. To undertake any other duties as may be deemed consistent with the requirements of the post.

21. To take all reasonable precautions to ensure your health and safety while at work, as well as that of your colleagues, clients and visitors to refuge, in accordance with LWA’s Health and Safety Policy

**Person Specification**

You are required to have experience of:

|  |  |
| --- | --- |
| **Essential Experience** | **How Assessed**  **A = Application**  **I = Interview** |
| 1. Assessing the needs of vulnerable adults, children and young people | A & I |
| 1. Recording and reviewing detailed information | A |
| 1. Identifying/ reporting of Adult and Child protection issues. | I |
| **Desirable Experience** | |
| 1. Working with other voluntary and statutory services involved in the response to domestic violence and abuse | I |
| 1. An understanding of mental health and substance use issues. | I |
| 1. Working on a helpline or similar. | A |

You are required to have an excellent understanding of:

|  |  |
| --- | --- |
| **Essential Understanding** | **How Assessed**  **A = Application**  **I = Interview** |
| 1. Domestic Violence and abuse, and the impact on victims-survivors and their children | I |
| 1. The impact of trauma on vulnerable adults | I |
| 1. Child protection and safeguarding adults in relation to DV & A, | I |
| 1. Clear understanding of equality issues and marginalisation of various groups and communities | A & I |
| 1. An understanding of risk and safety issues relating to domestic violence and women and children | I |
| **Desirable Understanding** |  |
| 1. Sexual and honour-based violence and abuse, stalking and forced marriage | I |
| 1. Maintaining health and safety and security of a service and buildings | A & I |

You are required to be able to demonstrate that you have:

|  |  |
| --- | --- |
| **Skills** | **How Assessed**  **A = Application**  **I = Interview** |
| 1. Excellent crisis management skills and the ability to deal with stressful and difficult situations | I |
| 1. Excellent written, verbal and interpersonal communication skills | A& I |
| 1. Good technological skills, including the ability to use electronic databases and software, and being able to present information clearly | A |
| 1. A calm confident telephone manner | I |
| 1. Ability to work under own initiative, identify objectives, prioritise work, and handle pressure. | I |

You are required to be able to demonstrate you:

|  |  |
| --- | --- |
| **Personal Qualities & Competencies** | **How Assessed**  **A = Application**  **I = Interview** |
| 1. Can work on your own initiative and manage a lone working environment. | I |
| 1. Are willing to work flexibly | A |
| 1. Have values consistent with those of LWA | A |
| 1. Act with integrity and respect when interacting with service users, employees, agencies and individuals | I |
| 1. Are committed to upholding LWA’s policies and procedures | A |
| 1. Are committed to diversity and working in an anti-discriminatory way | A |

**LWA’s Values**

**1. Be Exceptional**

• We are experts in our field & proud of having a women-centred approach

• We are pioneers & leaders, striving to perform & innovate

**2. Be Courageous**

• We are honest, inventive & have the integrity to challenge perceptions & practice

• We are encouraging & empowering of each other to be courageous & brave

**3. Be Inclusive**

• We are diverse, welcoming, approachable & inclusive in as employers, service providers & people

• We promote unity, fairness & respect

**4. Be Inspirational**

• We are proud of our creativity & how we motivate, listen, empower & support each other

• We are encouraging & lead by example to achieve the best

**5. Be Responsive**

• We are collaborative, aware, compassionate & sensitive

• We adapt our approach to meet changing needs

***Appendix 1***

Leeds Women’s Aid Out of Hours shifts available: all shifts over 6 hours include a half-hour non-working break.

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| --- | --- | --- |
| **Shift time available** | | **Hours worked** |
| **Monday** | **4:30-10:30pm** | **6** |
| **Monday** | **10pm-8:30am** | **10** |
| **Tuesday** | **4:30-10:30pm** | **6** |
| **Tuesday** | **10pm-8:30am** | **10** |
| **Wednesday** | **4:30-10:30pm** | **6** |
| **Wednesday** | **10pm-8:30am** | **10** |
| **Thursday** | **4:30-10:30pm** | **6** |
| **Thursday** | **10pm-8:30am** | **10** |
| **Friday** | **4:30-10:30pm** | **6** |
| **Friday** | **10pm- 8:30am** | **10** |
| **Saturday** | **8am-4pm** | **7.5** |
| **Saturday** | **3:30-10:30pm** | **6.5** |
| **Saturday** | **10pm-8:30am** | **10** |
| **Sunday** | **8am-4pm** | **7.5** |
| **Sunday** | **3:30-10:30pm** | **6.5** |
| **Sunday** | **10pm-8.30 am** | **10** |