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| **Job Title****Salary****Responsible To****Hours** | Relief Domestic Violence Support Worker (Refuge) |
| £9.94ph |
| Relief & Volunteer Coordinator |
| Various |

**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, 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 provide a high level of practical and emotional support to an identified number of individuals and families who have come to live, short term, in one of our refuges as a result of the violence and abuse they have experienced. To provide an intensive housing management service to service users living in the refuges. To provide telephone support for clients and professionals and for callers who may need to access services across LDVS including referrals into LWA refuges. Full training for all aspects of the role will be provided for relief workers.

# Physical Conditions

The post will be based at refuge locations in Leeds.

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

# Economic Conditions

The salary will be £9.94 ph

**Responsibilities**

Responsible to:

Relief refuge workers /Domestic Violence Support Workers (DVSW’s) will report to the Relief and Volunteer Co-ordinator but will need to work with and take direction from Team Leaders

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.

# Main Duties

1. To provide support to a number of service users in refuge.
2. To assess people before coming in to the refuge, using LWA’s risk and needs assessment procedures.
3. To develop a support plan and structure support that will be “driven” by the service user as they identify their support needs.
4. To work closely with external agencies to meet the service users support needs where their needs are specialist e.g. substance use, self-harm, safeguarding, disability issues etc.
5. Review risk, needs and support planning on a regular basis
6. To work closely with the Children’s Support Workers where children are involved, to identify any specific support needs that a service user may have in relation to parenting or child contact for example.
7. Ensure Safeguarding standards are met and incidents are logged and reported accurately.
8. To ensure important matters are communicated effectively within the team.
9. To enable service users to claim welfare benefits to maximise their income, including housing benefit.
10. To issue licence/ tenancy agreements to service users, 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/ safe houses directly from service users.
12. To work with the Housing Management Co-ordinator to ensure that physical standards are maintained in the house(s) and undertake Health and safety checks where needed.
13. To enable a service user to work towards a permanent housing solution.
14. 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 in line with guidance.
* 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.
1. To maintain confidential records and monitoring systems.
2. To clean units between lets if required so that they are clean and welcoming to new service users.

**Out of Hours Work**

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 in line with guidance.
* 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.
1. Deal with emergencies effectively and ensure back up staff are called when appropriate.
2. To welcome and book in women and children in emergencies to the main refuge site and undertake the necessary paperwork.
3. 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.
4. To set up new service user files, carry out filing and other admin duties.
5. To contribute to the cleaning of units between lets so that they are clean and welcoming to new service users.

# General

1. To work within policies and procedures at all time.
2. To embrace anti-discriminatory practice in all aspects of this role.
3. To work at all times in a non-directive, non-judgmental and empowering way with all current service users and callers to the service.
4. To undertake any training or development opportunities provided by LWA.
5. To carry out any other duties that areas reasonably required by LWA.
6. 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:

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| --- | --- |
| **Essential Experience** | **How Assessed****A = Application****I = Interview**  |
| 1. An understanding of the impact of domestic violence on women and children
 | A & I |
| 1. An understanding of risk and safety issues relating to domestic violence
 | 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, substance misuse and complex needs
 | I |
| 1. Recording and reviewing of detailed information
 | A |
| 1. Experience of working in supported housing
 | A |

You are required to have an excellent understanding of:

|  |  |
| --- | --- |
| **Essential Understanding** | **How Assessed****A = Application****I = Interview** |
| 1. Child protection and safeguarding adults in relation to DV&A
 | A & I |
| **Desirable Understanding** |  |
| 1. An understanding of the physical, social, and emotional impact of **trauma** on individuals.
 | I |
| 1. Clear understanding of equality issues and marginalisation of various groups and communities
 | I |
| 1. An understanding of the responsibilities of statutory agencies towards women, children and men experiencing domestic violence.
 | I |

You are required to be able to demonstrate that you:

|  |  |
| --- | --- |
| **Essential Skills** | **How Assessed****A = Application****I = Interview**  |
| 1. Ability to form good relationships with service users whilst working within professional boundaries
 | I |
| 1. Ability to communicate effectively with a broad range of people.
 | 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:

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| --- | --- |
| **Essential Personal Qualities** | **How Assessed****A = Application****I = Interview** |
| 15.Have values consistent with those of LWA | A  |
| 16.Are Committed to upholding LWA’s policies and procedures | A |
| 17.Are committed to diversity and working in an anti-discriminatory way | A & I |
|  18.Work flexibly | A |
| 19.Act with integrity and respect when interacting with service users, employees, agencies and individuals | A & I |

 **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