

Newport Women's Aid

JOB DESCRIPTION

Job Title: Refuge Assistant Support Worker – Supported Housing

Reports To: Team Leader Accommodation Services

Salary Scale: £18,158 37.5 hours 30 hours £14,526 pro rata

Main Purpose of the Role

Deliver an appropriate support and information service as part of the project staff team, responding to the emotional and practical needs of women and children living in NWA refuge.. All support must be in line with support plans, and / or as requested by the Key-Working Support Worker, Team Leader etc. Excellent communication with the whole staff team will be required.

Specific Responsibilities:

1. To admit new service users and complete relevant paperwork eg licence agreement.
2. Participate in housing management tasks as required i.e. room preparation, managing breaches of licence and reporting any maintenance issues
3. To offer appropriate levels of support to the women, ensuring that all options are systematically appraised.
4. Support service users through the process of re-housing as appropriate/when required. Liaising and networking with appropriate agencies
5. To support service users to maintain licence agreement and fully understand the penalties therein.
6. Assist service users to apply for/maintain/maximise benefits and manage other financial issues.
7. Assist/support service users to access health services, legal services, housing etc
8. Comply with all child and adult protection/procedures in NWA and report to Line Manager/Operations Manager any concerns /issues in this area.
9. Facilitate weekly house meetings. Encourage service users to participate in all areas of their service provision and communal living. Work with colleagues to ensure the smooth running of the refuge.
10. Undertake and record routine maintenance and health and safety checks in accordance with procedures, or as directed.
11. Facilitate Housing administration tasks to include keeping accurate records of repairs, contacts, referrals, finance, statistical information outcomes data etc, as required.

General

1. Establish and maintain accurate up to date records of all Supported Housing support, telephone conversations, attendance and appointments etc... including the progress being made on behalf of the women and children
2. Demonstrate and promote the organisation's ethos of informed choice, and its vision and values.
3. Represent the organisation at external meetings, public events, conferences and similar ensuring that Newport Women's Aid reputation is protected and enhanced.
4. Keep up to date with changes in legislation that will affect women and children who are or have experienced domestic abuse.
5. To actively work in partnership with other agencies and organisations to achieve better outcomes for women and children affected by Domestic Abuse.
6. Participate in team meetings, supervision and appropriate training
7. Work in accordance with the Welsh Women's Aid Codes of Practice, NWA Policies and Procedures and standards and overall aims and objectives of NWA.
8. Any other reasonable duties as required by Newport Women's Aid.
9. Proactively implement NWA policies for anti-discriminatory practice and equality of opportunity, ensuring that services are available for and meet the needs of all e.g. minority and disabled women etc.
10. The post holder will be required to work evenings and weekends on a regular basis and to participate in the organisational 24-hour on call rota.

Housing Management

1. Monitor safety and security systems (incl. CCTV) in line with NWA policies.
2. Report, record and monitor all maintenance & routine checks in accordance with the policies and procedures of Newport Women's Aid.
3. Complete cleaning of communal areas and rooms when they become vacant
4. Ensure rubbish is separated into recyclable etc. in line with Local Authority requirements, working with service users to support this, and that this is available for collection when needed.

Statement of Flexibility:

This job description is indicative of the range of current duties and responsibilities of the post holder, it is not comprehensive. It is inevitable that the duties will change to reflect organisational development, and it is essential therefore that the description is regarded with a degree of flexibility, so that changing needs and circumstances can be met. Any proposed changes will be discussed with the post holder.

Hours: 37.5 hours per week (full-time) pro-rata for part-time staff. The post holder will be required to work regular evenings and weekends and occasional Bank Holidays. The post holder is required to participate in the organisation's 24 hour on-call rotas.

Location Newport Women's Aid refuge and safe houses, main Office or other base within Newport as defined by the Service Manager

Person Specification: (the skills, experience and qualities which are expected from Refuge Supported Housing Workers)

Essential Characteristics

Support Skills

1. OCN level 3 Understanding Domestic Violence and related services or a willingness to undertake and achieve within a specified time frame.
2. Experience of working with women (and children) with differing social and emotional needs.
3. An awareness and an understanding of the differing experiences of different cultural and social backgrounds.
4. An understanding/experience of the causes and the long term effects of domestic abuse.
5. Practical knowledge and understanding of support planning and review.
6. A clear understanding of boundaries within support work.
7. An understanding of the issues around service user participation and how to engage them in productive and meaningful dialogue.
8. Ability to liaise, network and advocate.
9. Experience of managing challenging behaviour and conflict
10. Experience of housing management.
11. Experience of working in a crisis environment.
12. Experience of group work.

Personal and Administrative skills

1. Good communication skills both written and verbal.
2. Experience of administrative skills-i.e. filing systems, record keeping, databases and petty cash systems.
3. I.T skills – ability to use basic programmes.
4. Ability to work as part of a team and on own initiative.
5. Good organisational skills – i.e. ability to prioritise.
6. Ability to undertake risk assessment with regards to yourself, co-workers and service users.
7. A commitment to Newport Women's Aid way of working.
8. An awareness and commitment to the principle of empowerment and self-help.
9. Ability to work evenings and weekends as required and to participate in the organisation's 24 hour on-call rotas.
10. Ability to work within NWA refuge and any other area within Newport as directed by the Service Manager
11. Enhanced CRB Clearance
12. A full valid driving license and use of vehicle.

Desirable

1. Ability to speak Welsh or other language.
2. Good understanding, experience or qualification in the following.
 - Mental Health
 - Drug/Alcohol
 - Housing
 - Counseling
 - Car User