

<b>POST TITLE:</b>	<b>Senior Refuge Practitioner</b>
<b>1 BASE</b>	Leicester
<b>2 SALARY</b>	Starting salary £28,371 per annum
<b>3 HOURS OF WORK</b>	37 hours per week. Includes some evenings and weekends
<b>4 MAIN TASK</b>	<p>To coordinate support services and a programme of activities in the city refuges and to manage the team of staff providing:</p> <ul style="list-style-type: none"><li>• Specialist housing advice.</li><li>• Enhanced security measures as a part of a wider package of care and support and</li><li>• Provision of accommodation for those fleeing domestic abuse or sexual violence.</li></ul>

**On Call:** 

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You are required to participate in an out of hours rota.

## 5 Key Responsibilities

- Service Co-ordination

This includes management of staff and resources to enable the services to function efficiently and effectively.

- Service Development

This includes understanding the needs of clients and developing and improving services to meet those needs and promoting the service to potential victims and survivors.

- Service Delivery

This includes working alongside colleagues, managers and other agencies, to deliver support services to specialist clients.

To act as a Designated Safeguarding Lead, to develop and implement WALL's safeguarding policies and practices alongside WALL's Designated Safeguarding Manager, ensuring the highest safeguarding standards are in place throughout all aspects of service delivery, embedding learning into working practice.

- General. This includes all duties that ensure the safety and effectiveness of the accommodation provision, and team, with broader responsibilities that contribute to the development of WALL.

## **6 Duties**

### **6.1 Service Co-ordination**

- To be responsible for, supervise and support staff and volunteers across WALL's city refuge projects ensuring appropriate and effective delivery of services.
- To be responsible for employee day-to-day supervision and professional development of staff, including the completion of supervision, case management supervision and appraisals.
- To assist with recruitment and selection, across the organisation.
- To oversee the allocation of referrals, and cases, to refuge practitioners and manage the workload capacity for teams.
- To assist in the volunteer training programme, and domestic abuse awareness training, to external organisations and agencies.
- To organise staff rotas to ensure the continuation of services including periods of staff leave and/or absence.
- To ensure monitoring is up to date and submitted in line with funder requirements.
- To keep accurate financial records and monitor the financial systems in the refuge.
- To coordinate the provision of enhanced security measures, as part of a wider package of care, and support to improve the safety of refuge.
- To co-ordinate the programme of activities for women and their children in the refuge. This may include the co-ordination of a service user's forum.
- To work in partnership with other agencies to provide full integration for children into service provision within the area.
- To keep clear, accurate records and maintain confidential files on clients and their children in the refuge and dispersed accommodation.

- To maintain a record of equipment needed, order new and replacement items when required and ensure regular maintenance and health and safety checks of equipment in the refuge.

## **6.2 Service Development**

- To regularly assess the needs of clients and staff and make recommendations for improving and developing services.
- To ensure monitoring and evaluation systems, which assess intake, output and outcomes of the service are accurate and up to date.
- To assist the senior management team in the collection of statistical and financial information for monitoring, auditing and quality assurance purposes.
- To support the administrative systems, and use effectively, in providing high quality services across the organisation.
- To develop and maintain links with other agencies and assist in developing protocols and referral procedures as appropriate.
- To assist in the development of WALL policies and practices, and ensure all staff are able to apply to their own practice.
- To help in the development and promotion of WALL training services to external agencies and individuals, and specifically to raise awareness of the effects of domestic abuse on victims.
- To represent WALL to relevant external agencies.
- To work with partner agencies in developing and improving services for victims of domestic abuse.
- To ensure that the service recognises the needs and concerns of a diverse range of survivors and address them appropriately by working proactively to ensure that a non-discriminatory service is accessible to all eligible clients.
- To keep up to date with policy and practice in your area of work and undertake staff development and training relevant to the post.

## **6.3 Service Delivery**

- To accept and oversee the referrals pathway into WALL and accept and triage admissions to the refuge accommodation.

- To keep clear and accurate records and maintain confidential files on clients.
- To oversee a case load of clients when needed, ensuring that each client receives the appropriate service, individual to their needs and develop appropriate support and safety plans.
- To provide support for survivors and their children based on their needs and interests.
- To organise and participate in the rota of staff on duty in the evenings and weekends. This includes duty during bank holidays and national holidays.
- To facilitate and chair team meetings.
- To facilitate and attend refuge house meetings.
- To represent residents and their children at meetings with external agencies where appropriate.
- To act as a Safeguarding Lead for WALL.

#### **6.4 General**

- To act in accordance with the policies and practices of WALL. In particular to maintain the strict confidentiality of the refuges and dispersed properties.
- To act in a fair and supportive way, and positively promote equal opportunities and eradicate discrimination.
- To work in a safe and responsible way, ensuring that safety procedures are followed and that you do not endanger yourself, your colleagues or clients.
- To be punctual and minimise absence from work.

#### **6.5 Other duties commensurate with responsibilities**

- To attend all supervision, staff meetings and training days.
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this role.

#### **6.6 Line Management relationship**

- Post holder will be line managed by the Head of Operations.

- The post holder will line manage a team of 7. This is subject to change, in line with funding outcomes.

**PERSON SPECIFICATION:**  
**Senior Refuge Worker**

<b>Category</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>	<b>Method of Assessment</b>
<b><u>Qualifications</u></b>	Good standard of general education	A recognised social work/housing/legal/ counselling or other relevant qualification  First Aid qualification	Application Form & copies of certificates taken
<b><u>Experience</u></b>	Experience of supervising and supporting staff and volunteers  Experience of working in a refuge, or hostel, or supported accommodation  Experience of working with vulnerable adults and children  Experience of working in a multi-cultural context  Experience of following and implementing safeguarding policies and procedures	Experience of working in the voluntary sector  Experience of project development  Experience of making grant applications	Application Form, Interview and References

	<p>Experience of writing delivery or individual development / support plans</p> <p>Experience of liaising effectively with other organisations and agencies</p> <p>Experience of financial monitoring and working to a budget</p> <p>Experience of planning and evaluating own and other's work</p> <p>Experience of fundraising</p> <p>Experience of training others</p>		
<p><b><u>Knowledge and Skills</u></b></p>	<p>Up to date knowledge of housing, criminal, civil and welfare rights legislation, relating to domestic abuse.</p> <p>An understanding of domestic abuse and the effects on victims</p> <p>Ability to supervise the work of others</p> <p>Able to empathise and communicate well</p> <p>Working knowledge of equality and</p>		<p>Application form, Presentation, Interview and References</p>

	<p>diversity</p> <p>Good administrative skills, including ability to write reports</p> <p>Working knowledge of ICT and ability to use computerised systems</p> <p>Ability to maintain confidentiality</p> <p>Ability to work in a non-discriminative way, and promote equality of opportunity</p> <p>Able to work on own initiative and as part of a team</p>		
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<p><b><u>Personal Attributes</u></b></p>	<p>Ability to work under pressure and cope with the stress of others</p> <p>Reliable and a good timekeeper</p> <p>Positive attitude towards people with support needs</p> <p>Experience of working on own initiative and in partnership with other senior team members</p> <p>Willingness, &amp; flexibility, to cover for all accommodation services, community services and CYP staff in their absence, and undertake any reasonable duty that is necessary to the smooth running of the organisation</p> <p>Confident and proactive self starter who can work on own initiative</p>		<p>Application Form, Interview and References</p>
<p><b><u>Other Requirements</u></b></p>	<p>These posts are exempt from the Rehabilitation of Offenders Act 1976 under (Exemption Amendments Order 1986)</p> <p>Able to work to Policies and</p>		<p>DBS Application</p> <p>References</p>

