

<b>POST TITLE:</b>	<b>Refuge Practitioner (Weekend)</b>
<b>1 BASE</b>	Leicester City, across two sites
<b>2 CONTRACT</b>	Fixed-term contract until 31 March 2026, with possibility of extension subject to funding
<b>3 SALARY</b>	Starting salary: £26,421 per annum (pro rata)
<b>4 HOURS OF WORK</b>	13 hours per week, Saturday and Sunday (9am – 4pm)
<b>5 MAIN TASK</b>	To provide practical, emotional and personal development support so that women and children are able to deal with the effects of domestic abuse in their lives. To provide a safe and supported environment for women and children living in the refuge.

## **6 Key Responsibilities**

- Service Co-ordination

This includes coordination to enable the refuge to function efficiently and effectively.

- Service Development

This includes understanding the needs of clients and developing/improving services to meet those needs.

- Service Delivery

This includes directly delivering support services to women and their children, across two locations, and accessing community support where appropriate.

- General

This includes all duties that ensure the safety, and effectiveness of the refuge, and broader responsibilities that contribute to the development of Women's Aid Leicestershire Ltd.

## **7 Duties**

### **7.1 Service Co-ordination**

- To plan the programme for women and their children living in the refuges.
- To keep clear, accurate records and maintain confidential files on women and their children in the refuge.
- To ensure monitoring is up to date, including the submission of case studies, supporting the management team with Service requirements.
- To liaise with colleagues in community-based services to ensure needs are met and help identify service gaps.
- In consultation with the management team, to liaise with outside agencies, organisations and individuals.
- To support clients across dual locations, and dispersed accommodation as required.
- Provide support to sessional employees and volunteers working with the women and children in the refuge and in the wider accommodation services.
- To support the wider team, when necessary, by supporting clients in dispersed accommodation as required.
- To attend whole team meetings, refuge team meetings, and meetings of the management committee and its subcommittees as appropriate.

### **7.2 Service Development**

- To assess the needs of clients and make recommendations for improving and developing services for women and their children in the refuge.
- To assist the management team in the collection of statistical information for monitoring, auditing and quality assurance purposes.
- To contribute, where appropriate, to Women's Aid Leicestershire Ltd volunteer training and domestic abuse awareness training offered to outside organisations, individuals and groups.
- To work with partner agencies in developing and improving services for women and their children in the refuge.

- To assist in the development of Women's Aid Leicestershire Ltd policies and procedures, and ensure all sessional employees and volunteers are able to apply to their own practice.
- To support the administrative systems and use effectively in providing high quality services in the refuge.
- To keep up to date with policy and practice in your area of work and undertake development and training relevant to the post.

### **7.3 Service Delivery**

- To take referrals and deal with admissions to the refuge.
- To work as part of a team of employees and volunteers providing support services for women and children in the refuge.
- To facilitate weekly house meetings, advise mothers on matters relevant to their children's overall development and help to motivate and provide mothers with support for their children.
- To support individual women, be responsive to their needs and represent them at meetings with outside agencies as necessary.
- In conjunction with the management team, to keep accurate records and maintain confidential files on all residents.
- To liaise with other advice agencies and welfare services and provide advice and guidance on matters such as safeguarding, housing, education and training opportunities, health and safety, benefits and welfare rights
- When necessary, to be part of the rota of employees on refuge duty in the evenings and weekends. This includes duty during bank holidays and national holidays.
- To represent women and their children at meetings with external agencies where appropriate.

### **7.4 General**

- To protect the confidentiality of the address of the refuge and all matters relating to the residents and their children, and act in accordance with the policies of the organisation.
- To act in accordance with the policies and practices of Women's Aid Leicestershire Ltd. 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.

#### **7.5 Other duties commensurate with responsibilities**

- To attend all supervision, team meetings, training days and fundraising events.
- 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.

#### **7.6 Line Management relationship**

- Post holder will be line managed by the Safe Accommodation Manager.