

<b>POST TITLE:</b>	<b>Children, Young People and Family Refuge Practitioner</b>
<b>1 BASE</b>	Women's Aid Leicestershire Limited
<b>2 SALARY</b>	Starting salary £26,421 per annum
<b>3 HOURS OF WORK</b>	17 hours per week, working Thursday and Friday 9am to 6pm
<b>4 MAIN TASK</b>	<p>To provide practical, emotional and personal development support to children, young people and their mothers, who have experienced domestic abuse.</p> <p>To provide a safe and supportive environment for the children and young people living in the refuge.</p> <p>To lead on family support, learning through play and enrichment opportunities for all children and young people living in the refuge.</p>

## **5 Key Responsibilities**

- **Service Coordination:** This involves coordination of children and family work across the refuge, to ensure the service runs efficiently and effectively.
- **Service Development:** This involves assisting in the evaluation, quality assurance and future development of services.
- **Service Delivery:** This includes directly delivering support services to children, young people and mothers across the refuge
- **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.

## **6 Duties**

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

- To plan the programme for children and young people living in the refuges.
- To be proactive in multi-agency working and co-ordinating activities with schools and other agencies.
- 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.
- 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 staff and volunteers working with the women and children in the refuge and in the wider accommodation services.
- To attend staff meetings, team meetings, and meetings of the management committee and its subcommittees as appropriate.

## **6.2 Service Development**

- To assess the needs of children and young people and make recommendations for improving and developing services for mothers and their children in the refuge.
- To recognise, respond to, and make appropriate changes based on the views of children and their families
- 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 staff 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 staff development and training relevant to the post.

## **6.3 Service Delivery**

- To work as part of a team of staff and volunteers providing support services for women and children in the refuge.

- To support the facilitation of 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 children and young people, be responsive to their needs, and represent them at meetings with outside agencies as necessary.
- In conjunction with the management team, keep accurate records and maintain confidential files on all women, children and young people.
- To liaise with other advice agencies and welfare services and provide advice and guidance on such matters such as safeguarding, education and training opportunities, health and safety and welfare rights.
- When necessary, to be part of the rota of staff on refuge duty during the week, 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.
- To create a partnership with mothers in order to ensure that their children's needs are being met. This includes raising awareness of positive parenting and exploring coping mechanisms for those experiencing difficulties managing the needs and behaviours of their children.
- To provide fun, engaging and learning opportunities for children and young people within the refuge.
- To assist with identifying facilities for children, and the development of complementary and constructive educational and leisure activities.
- To involve mothers in play initiatives and children's education and development across the refuge and across wider local provision.
- To recognise cultural, religious, linguistic, physical, behavioural and learning needs and ensure needs are being met, support provided being holistic.
- To recognise and respond to the views and preferences of all clients and their children.
- Identify where children are at risk and follow Safeguarding procedures.

#### **6.4 General**

- 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. Other duties commensurate with responsibilities**

- To attend all supervision, staff 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.

**8 Line Management relationship**

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

**PERSON SPECIFICATION**  
**Children, Young People and Family Refuge Practitioner**

<b>Category</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>	<b>Method of Assessment</b>
<b><u>Qualifications</u></b>	NVQ Level 2, or above, in Early Years, Childcare, Play Work, Child Studies, or a NVQ 2, or above, for the Children and Young People’s Workforce, and other related fields	First Aid qualification  Food Hygiene Certificate	Application Form & copies of certificates taken
<b><u>Experience</u></b>	<p>Experience of providing play and learning opportunities for children</p> <p>Experience of assessing needs of children</p> <p>Experience of working with vulnerable adults and children</p> <p>Experience of working in a multi-cultural context</p> <p>Experience of following safeguarding policies and procedures</p> <p>Experience of planning and evaluating own work</p> <p>Experience of liaising effectively with other organisations and agencies</p>	<p>Experience of working with children who have been affected by Domestic Abuse</p> <p>Experience of working in the voluntary sector</p> <p>Experience of working with children and young people with additional needs</p> <p>Experience of working in a refuge or supported accommodation setting</p>	Application Form, Interview & References

<p><b><u>Knowledge and Skills</u></b></p>	<p>Understanding of child/youth development</p> <p>Understanding of domestic abuse and the impact on children/young people and their families</p> <p>Able to communicate with children with a wide range of needs</p> <p>Ability to organise, plan and evaluate own work</p> <p>Able to empathise and communicate well</p> <p>Working knowledge of equality and diversity</p> <p>Ability to assess needs, and provide support, including the completion of support plans</p> <p>Good administrative skills, including ability to write computerised reports and case studies</p> <p>Working knowledge of ICT, including ability to uses databases, Microsoft Office packages, including Word and Excel, and use email</p>	<p>Understand funding arrangements within the voluntary sector</p>	<p>Application Form, Interview and References</p>
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	<p>Ability to maintain confidentiality, in particular to maintain the strict confidentiality of the address of the refuge, dispersed accommodation &amp; all matters relating to the residents and their children</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>		
<b><u>Personal Attributes</u></b>	<p>Ability to work under pressure and cope with the stress of others</p> <p>Reliable and a good timekeeper</p> <p>Calm and approachable</p> <p>Willingness to be flexible and adaptable</p>		Interview and References
<b><u>Other Requirements</u></b>	<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>		DBS Application, Interview and ID Documents

	<p>Procedures</p> <p>Available to work occasional evenings and weekends</p> <p>Full Driving Licence and access to own transport for work</p>		
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