

POST TITLE:	Refuge Practitioner
1 BASE	Leicestershire
2 CONTRACT	Fixed-term until 31 March 2026
3 SALARY	Starting salary £26,421 per annum (pro rata)
4 HOURS OF WORK	27.5 hours per week, working Thursday – Sunday (or Friday – Monday)
5 MAIN TASK	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 line manager, 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.

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 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.

7.3 Service Delivery

- To take referrals and deal with admissions to the refuge.
- To work as part of a team of staff 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 line manager, 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 staff 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, 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.

7.6 Line Management relationship

- Post holder will be line managed by the Refuge Team Manager.

PERSON SPECIFICATION:
Refuge Practitioner

Category	Essential Requirements	Desirable Requirements	Method of Assessment
<u>Qualifications</u>	Good standard of general education	A recognised social work/housing/legal/counselling or other relevant qualification Counselling Qualification First Aid qualification	Application Form & copies of certificates taken
<u>Experience</u>	Experience of working with vulnerable adults and children Experience of working in a refuge, hostel, or supported accommodation Experience of following safeguarding policies and procedures Experience of working in a multi-cultural context Experience of planning and evaluating own work Experience of liaising effectively with other organisations and agencies	Experience of working in the voluntary sector Experience of supporting colleagues and volunteers	Application Form, Interview and References

<p><u>Knowledge and Skills</u></p>	<p>An understanding of domestic abuse and its effects on both women, men, and children</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 completion of support plans</p> <p>Good administrative skills, including ability to write computerised reports</p> <p>Working knowledge of ICT, including ability to uses databases, Microsoft office packages, including Word and Excel, and use email</p> <p>Ability to maintain confidentiality, in particular, to maintain the strict confidentiality of the address of the refuge, dispersed accommodation & all matters relating to the residents and their children</p> <p>Ability to work in a non-discriminative way, and promote equality of</p>	<p>An understanding of funding arrangements within the voluntary sector</p> <p>Ability to supervise the work of others</p>	<p>Interview/References</p>
---	--	--	-----------------------------

	<p>opportunity</p> <p>Able to work on own initiative and as part of a team</p>		
<u>Personal Attributes</u>	<p>Ability to work under pressure and cope with the stress of others</p> <p>Reliable and a good timekeeper</p>		References
<u>Other Requirements</u>	<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 Procedures</p> <p>Available to work weekends and occasional evenings</p> <p>A willingness to be flexible and adapt to changing needs</p> <p>Access to own vehicle and a full driving licence</p>		<p>DBS Application</p> <p>ID Documents</p> <p>References</p>