

<b>POST TITLE:</b>	<b>Refuge Practitioner</b>
<b>1 BASE</b>	Leicester
<b>2 CONTRACT</b>	Fixed-term contract until 31 March 2027, with possibility of extension subject to funding
<b>3 SALARY</b>	Starting salary £26,421 (pro rata) per annum
<b>4 HOURS OF WORK</b>	35 hours per week, to be worked Monday to Friday across a shift pattern of 8.30am - 6.30pm
<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 bank workers and volunteers working with the women and children in the refuge and in the wider accommodation services.
- To attend full team meetings, refuge team meetings, and meetings of the Trustees 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 team members 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 employee 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, 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, full team and refuge team meetings, training days and fundraising events (where necessary).
- 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.

**PERSON SPECIFICATION:**  
**Refuge Practitioner**

<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  Counselling Qualification  First Aid qualification	Application Form & copies of certificates taken
<b><u>Experience</u></b>	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	Experience of working in the voluntary sector  Experience of supporting colleagues and volunteers	Application Form, Interview and References  Application Form, Interview and References  Application Form, Interview and References  Application Form, Interview and References



	<p>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>		Interview/References
<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>		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>Access to own vehicle and a full driving licence</p> <p>Able to work to Policies and</p>		<p>DBS Application</p> <p>ID Documents</p> <p>Interview</p>

	<p>Procedures</p> <p>Available to work evenings and occasional weekends</p> <p>A willingness to be flexible and adapt to changing needs</p>		<p>Application Form, Interview and References</p>
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