



Job Description

Job Title	Refuge Worker
Responsible to	Senior Refuge Worker
Direct reports	N/A
Working pattern	9.00am – 5.00pm Monday - Friday

As a BWA refuge worker your job will be to provide high quality support to women and children at a time when they need it most. This will include supporting them to access housing, welfare, benefits and legal advice. Very importantly you will also provide emotional support and ensure that women and children are provided with a safe, supportive and welcoming place to stay.

What will you do?

1. Welcome women and children into refuge providing a full induction, signing of agreements and ensuring that they have a safe place to rebuild their lives whilst making them aware of their options for a permanent home.
2. Encourage a supportive atmosphere in refuge with regular house meetings, activities and ensuring house rules are respected.
3. Maintain the security and well-being of residents in BWA refuge, and promptly letting management know of any security or rule breaches especially those that might impact on safety.
4. Deliver a client centred service by providing practical and emotional support to women and children including assessing their support needs through regular key working sessions and maintaining accurate casework records.
5. Empower women to manage their own risk by assessing their support needs and developing individual plans to address the risk of harm. Ensure these are in place for each woman.
6. Work in partnership both internally and externally to refer women and children to BWA and other stakeholder services to support their needs.
7. Work with residents to ensure they have the knowledge and access to benefits and legal advice as required. Accompanying survivors to appointments where this is necessary.
8. Promptly collect rent payments and ensure these are accurately recorded and banked.



9. Support BWA to maintain a safe and healthy environment within refuge, with regular health and safety checks, testing of equipment and ensuring that the refuge remains comfortable with a good level of hygiene and cleanliness.
10. Ensure that the needs of all residents are respected, especially those who face barriers to accessing service because of ethnicity, sexuality, disability or other hard to reach groups.
11. Work within and support BWA's policies and procedures including maintaining confidentiality and professional boundaries across all of your work.
12. Be the voice of the women and children we represent by ensuring that their experiences are accurately reflected and that complaints are dealt with via the BWA complaints policy.
13. Ensure that any safeguarding issues for children or vulnerable adults are raised immediately with BWA management as per BWA policies.
14. Work as a member of the BWA Refuge team, covering absences where necessary and working across sites, attending individual supervisions, team meetings and training.

This list is a guide to the tasks of the role not exhaustive. We need someone in this role to respond flexibly to the needs of our services to survivors.

Person Specification	Essential or Desirable	Assessment Method*
<ul style="list-style-type: none"> • Good standard of general education 	E	A
<ul style="list-style-type: none"> • Experience of providing direct emotional, and welfare support to people at time of crisis. 	E	A/I
<ul style="list-style-type: none"> • Experiencing of reviewing risks with survivors of domestic abuse and devising safety plans 	D	A/I
Knowledge of the impact of all forms of domestic abuse on survivors and their children	E	A/I
<ul style="list-style-type: none"> • Recent knowledge of legislation relating to survivors of all forms of domestic abuse. 	E	A/I
<ul style="list-style-type: none"> • Evidence of the ability to build and develop supportive relationships with individuals in crisis to enable them to plan and set realistic and achievable goals 	E	A/I
<ul style="list-style-type: none"> • Able to work with a range of stakeholders to develop professional working relationships to support service users. 	E	A/I/T
<ul style="list-style-type: none"> • Be able to communicate to a diverse audience and to be understood. 	E	A/I/T
<ul style="list-style-type: none"> • Be calm and deal with pressured situations enabling you plan and prioritise work. 	E	A/I
<ul style="list-style-type: none"> • Be a team player and be able to seek support and guidance when necessary. 	E	I

<ul style="list-style-type: none"> • Ability to use Microsoft Office and other caseworking software. 	E	A/I
<ul style="list-style-type: none"> • Be committed to the work of BWA, putting the survivor at the centre of services and empowering them to rebuild their lives free from abuse. 	E	I

***Assessment method:**

A: Application I: Interview

Notes

- 1) This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service for details of any previous criminal convictions which are not protected under the Act.
- 2) Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.