

## Job Description

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Job Title	Senior Refugee Worker Reading
Responsible to	Refuge Services Manager
Direct reports	Named refugee workers within the team
Working pattern	9.00am – 5.00pm Monday - Friday

As a BWA Senior Refugee Worker your job will be to provide the day-to-day management of the Reading refuge provision to ensure that a fair, consistent, inclusive and user focused service is provided, as well as providing line management oversight to the Reading refuge team. Under the direction of the refuge manager, you will also be responsible for ensuring that contractual funding requirements are met and BWA's high quality standards are maintained. We are looking for an individual who is able to work in a fast-paced environment, is committed to building strong relationships with a wide range of professional agencies and is able to provide a robust contribution to maintaining and delivering a high quality service.

### What will you do?

- 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.
- Work in partnership with voluntary and statutory organisations, maintaining good working relationships with external agencies and keeping up to date with local resources and services available to clients.
- Provide supervision and line management to Reading refuge staff, undertaking regular case management to ensure all residents are allocated and progressed appropriately and all clients receive a high quality and equitable service.
- You will actively carry out staff inductions for newly appointed named staff.
- You will be involved in the annual appraisals of staff and probationary reviews.
- Encourage a supportive atmosphere in refuge, organise regular house meetings, activities, and ensure house rules are respected.

- 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 affect safety.
- Maintain accurate records in line with BWA procedures regarding all aspects of service delivery for monitoring and other purposes, including detailed case management records and the collation of statistics for quarterly reporting
- 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.
- 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.
- Work in partnership both internally and externally to refer women and children to BWA and other stakeholder services to support their needs.
- 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.
- Promptly collect rent payments and ensure these are accurately recorded and banked.
- 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.
- 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.
- Work within and support BWA's policies and procedures including maintaining confidentiality and professional boundaries across all of your work.
- 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.
- Ensure that any safeguarding issues for children or vulnerable adults are raised immediately with BWA management as per BWA policies.
- Work as a member of the BWA Refuge team, covering absences where necessary and working across sites, attending individual supervisions, team meetings and training.
- Provide on call backup support to BWA's out of hours' service.

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*
Good standard of general education	E	A
Able to work with a range of stakeholders to develop professional working relationships to support clients.	E	A/I
Experiencing of reviewing risks with survivors of domestic abuse and devising safety plans	D	A/I
Evidence of the ability to build and develop supportive, professional relationships with individuals in crisis to enable them to plan and set realistic and achievable goals	E	A/I
Evidence of the ability to work with individuals from all backgrounds, including an understanding of how to provide services appropriate to diverse client groups e.g. BAMER and LGBT+ clients	E	A/I
Knowledge of the impact of all forms of domestic abuse on survivors and their children, including honour-based abuse, forced marriage and FGM	E	A/I
Experience of line management, provision of supervision and case management, and performance management.	E	A/I/T
Working within Safeguarding Children & Adult procedures	E	A/I/T
Knowledge of processes relevant to those accessing support including knowledge of the civil and criminal	D	A/I

justice system, welfare and benefits, housing, immigration and safeguarding processes.		
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\*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.

**Safeguarding Policy Statement**

The purpose of this safeguarding policy statement is:

- to protect children and young people who receive BWA’s services from harm. This includes the children of adults who use our services
- to protect vulnerable adults who receive BWA’s services from harm.
- to provide staff and volunteers, as well as children and young people, vulnerable adults and their families, with the overarching principles that guide our approach to safeguarding.

This policy applies to anyone working on behalf of BWA including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.