

Job Description

Job Title	Asian Specialist Refugee Worker
Responsible to	Domestic Abuse Refugee Services Manager
Direct reports	N/A
Working pattern	20 hours per week

As a BWA Specialist Asian Refugee Worker your job will be to support Asian survivors and their children who come into BWA refuges and may have experienced all forms of domestic abuse. Your role is to empower survivors, keeping the safety of them and their children central to our services and you will work as part of a team to ensure they have a safe and welcoming temporary home that meets their cultural needs. You will be responsible for ensuring that contractual and other funding requirements are met fully and that BWA's high quality standards are maintained. The role is central to meeting the specific cultural needs of survivors and children to enable them to rebuild after their experience of abuse.

What will you do?

1. Welcome women and children into refuge providing a full induction, ensuring licence agreements and the house rules are signed and understood, ensuring women have a safe place to rebuild their lives whilst making them aware of their options for a permanent home.
2. 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.
3. Empower women to manage their own risk by assessing their support needs and developing individual plans to address the risk of harm.
4. Encourage a supportive atmosphere in refuge with regular house meetings, activities and ensuring house rules are respected.
5. 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.

6. Organise religious/cultural celebrations for the residents, providing gifts and signposting residents to religious/cultural venues if requested.
7. Provide residents with items specifically for their religious/cultural needs; prepare residents' bedrooms with culturally appropriate food for arrival and order emergency food that is culturally appropriate
8. Work in partnership both internally and externally to refer women and children to BWA and other stakeholder services to support their needs.
9. 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.
10. Promptly collect rent payments and ensure these are accurately recorded and banked.
11. 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.
12. 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.
13. Work within and support BWA's policies and procedures including maintaining confidentiality and professional boundaries across all of your work.
14. 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.
15. Ensure that any safeguarding issues for children or vulnerable adults are raised immediately with BWA management as per BWA policies.
16. Work as a member of the BWA Refuge team, including working at refuge in other BWA areas where required, covering absences where necessary and working across sites, attending individual supervisions, team meetings and training.
17. To provide on call support to the BWA Helpline and refuge residents, in line with the BWA rota.

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*
A thorough understanding of the dynamics of domestic abuse and harmful practices and its impact on women, children, families, and communities	E	A
Must be an Asian woman with an ability to speak Urdu and Punjabi.	E	A/I
Knowledge of the issues facing women, children and young people from Asian communities, along with the ability to identify women's individual and collective needs.	D	A/I
Experience of working in the Violence Against Women and Girls/ Social Care or similar fields or Degree level education/relevant professional qualifications	D	A/I
Non-judgemental, non-directive and anti-discriminatory approach to empowering women	E	A/I
Experience of working within safeguarding frameworks and a good knowledge of legal and welfare issues relating to children and young people	E	A/I
Experience of working in partnership with other agencies	E	A/I
An ability to manage, organise and prioritise own workload and to work independently and as part of a team within a framework of policies and procedures	E	A/I
A broad base of administration skills including ability to maintain records and use IT and paper-based systems proficiently	E	A/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.

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.