

Job Description

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| Job Title | Refuge Support Worker (Night Hours) |
| Accountable to | The Board of Trustees / Chief Executive |
| Line Manager | Accommodation Service Manager |
| Hours of Work | 38.5 hours per week (full time) The (two in total) Night Hours Refuge Support Workers will work on a shift-based Rota pattern, over a 4-week rolling period, including weekends and bank holidays, to cover the hours of 8:00 pm – 8:00 am. |
| Salary | £22,903 |
| Closing Date | We will be interviewing suitable candidates as application forms are received until the post is filled with the most suitable applicants |

Job Purpose

To provide a high-quality through-the-night service supporting women and children service users experiencing / affected by domestic abuse living in SWACA's dedicated refuge in Sefton.

Job Responsibilities

1. To provide direct support for families within the refuge service during the night, where required, being available to answer any queries / concerns the service user may have including carrying out welfare checks when needed.
2. To ensure nightly health and safety building checks are carried out, and to efficiently prepare vacant rooms for new arrivals.
3. Working within the confines of confidentiality / GDPR regulations, to ensure professional boundaries are always maintained when working with residents, staff, and external bodies.
4. To immediately communicate any breaches of security, refuge guidelines / house rules or license agreements, especially where there is concern about safety or a safeguarding concern, to the refuge manager or other relevant staff.
5. In conjunction with One Vision Housing (OVH), ensure all risk assessments and fire checks are carried out in accordance with the refuge's policies and procedures and all equipment i.e., fridges, washing machines, cookers, heating, furniture etc. are in safe working order.
6. To ensure a good standard of hygiene is always maintained in the refuge, by making sure that all rooms are clean prepared with fresh bedding etc. and keep communal areas clean and tidy.
7. To carry out cleaning and other light manual duties when required.
8. To always promote the interests of the organisation.
9. Other similar duties may be allocated from time to time, appropriate to the general character of the post.

Person Specification

| Specification | Assessment Method* |
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| Essential Requirements | |
| Experience/Education | |
| Experience of working with or supporting vulnerable people with complex needs either in a professional or personal capacity. | A/I |
| Experience in working sensitively with complex family issues. | A/I |
| Experience and ability in relating to, and engaging with, individuals from diverse backgrounds. backgrounds. | A/I |
| Knowledge | |
| An understanding of the principles of effective risk assessing safety planning and risk management, for women and children / young people victims / survivors of domestic abuse. | A/I |
| An understanding of Safeguarding responsibilities surrounding domestic abuse issues. | A/I |
| Competencies | |
| Excellent communication, listening and advisory skills, both written and verbal when interacting with a range of agencies and individuals. | A/I |
| Ability to provide a safe and supportive environment for individuals who have experienced. Domestic Abuse. | A/I |
| Good crisis management skills and the ability to deal with stress and demands. | A/I |
| Ability to form strong working relationships with women whilst working within professional. boundaries. | A/I |
| Ability to maintain high professional standards in adherence to agency policies and procedures. | A/I |
| Ability to use IT systems and keep clear, concise, and factual records. | A |
| Ability to work as a member of a multi-disciplinary team. | A/I |
| Ability to reflect on own practice and personal development through supervision, line. management and peer-support. | A/I |
| Ability to work to organisational policies, values, and ethos. | A |
| Desirable Requirements | |
| Relevant professional qualifications or training e.g., youth and community, health and social care, Safeguarding, relevant support work qualifications or training / qualifications relating to supporting children. | A |
| An understanding of the Voluntary, Community and Faith Sector. | A |

Assessment Method: A – Application I – Interview

Notes:

1. This post is only available to female applicants as an Occupational Requirement and permitted under the Equality Act 2010.
2. Due to the nature of SWACA’s work, it will be necessary for a satisfactory enhanced disclosure to be secured via the Disclosure and Barring Service