

Job Description

Job Title	Refuge Support Worker (Days)
Accountable to	The Board of Trustees / Chief Executive
Line Manager	Accommodation Service Manager
Hours of Work	38.5 hours per week (full time) 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 am – 8:00 pm.
Salary	£24,700.00
Closing Date	30/05/2025

Job Purpose

To provide a high-quality day hours 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 day to day direct support for families, (women and children only), within the refuge service, including move on / resettlement support.
2. To ensure all new arrivals are provided with an information pack, a tour of refuge, full induction including explanation of refuge guidelines, and immediate emotional or practical support, to enable families to feel welcomed and settled in refuge.
3. To ensure all relevant documentation is completed upon arrival, liaising with One Vision Housing, (OVH), as landlord, reporting repairs, providing information for HB purposes and being available to answer any queries / concerns the service user may have.
4. To ensure service users exiting the refuge are fully supported. (Optional 12-week low level resettlement support for service users).
5. To ensure daily health and safety building checks are carried out, being responsible for weekly room checks for health & safety / repairs purposes, and efficiently preparing vacant rooms for new arrivals.
6. Working within the confines of confidentiality / GDPR, to ensure professional boundaries are always maintained when working with residents, staff, and external bodies.
7. To immediately communicate any breaches of security, refuge guidelines / house rules or licence agreements, especially where there is concern about safety or a safeguarding, to the refuge manager or relevant senior management staff.
8. In conjunction with OVH, to ensure all risk assessments and fire checks are carried out in accordance with the refuge's policies and procedures and all equipment, (fridges, washing machines, cookers, heating, furniture etc.), are in safe working order.
9. To ensure a good standard of hygiene is maintained in the refuge at all times by making sure all rooms are cleanly prepared with fresh bedding etc. and keeping communal areas clean and tidy.
10. To carry out cleaning and other light manual duties when required.
11. To keep the refuge manager up to date with all key developments, at all times
12. To take initiative with accessing your own personal development opportunities e.g., attending training, supervision, and team meetings, as directed.
13. To always promote the interests of the organisation.
14. Other similar duties may be allocated from time to time, appropriate to the general character of the post.

15. It is a requirement of the post that occasional evening work is undertaken for which time in lieu will be authorised.

Person Specification

Specification	Assessment Method*
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.	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 stressful and demanding situations.	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.