



Job Description – Refuge Support Assistant

An exciting job opportunity at Cardiff Women's Aid (CWA) for someone who is looking to make a real difference. We are a women's equality organisation which exists to eradicate violence against women and girls and to support survivors. We recognise that ending violence and abuse takes a whole society approach to social change, and it needs you to get involved. This role will help CWA to go to the next level, would you like to be part of our journey?

We have a generous benefit package.

- *Generous Annual Leave Package Totalling 33 Days (Inclusive of Bank Holidays)*
- *Pension*
- *Life Assurance*
- *Employee Assistance Program - That Supports Your Health and Wellbeing at Home and at Work*
- *Flexi Working*
- *Paid Company Sick Pay & Emergency Dependent Leave*
- *Living Wage Employer*

Job Title: **Refuge Support Assistant** *(Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.)*

Salary: £18,500 per annum

Hours: 36 hours a week

Working Pattern: Work flexibly between 00:00hrs – 23:59hrs Monday-Sunday. This role will incorporate weekend and overnight waking shift patterns.

Contract Type: Permanent

Location: Cardiff based Refuge Accommodation

Responsible to: Accommodation Team Manager

Department: RISE Accommodation Team

Context of the Job: RISE delivers a trauma-informed and specialist, independent and domestic and sexual violence/abuse and wider VAWDASV service to women and children through a range of delivery mechanisms including specialist risk and needs assessments, individually tailored support packages and group work.

Purpose of Job: To support the Accommodation based IPA team to provide a high-quality frontline service to victims of domestic and sexual abuse and wider VAWDSV issues-

This role is subject to an enhanced DBS check. We are committed to supporting and promoting equality and diversity and to creating an inclusive working environment.

Main Duties:

- Provide 24/7 cover within the organisations Intake & Assessment property on a rota basis
- Clean & prepare rooms in readiness for access across all accommodation sites
- Welcome new clients into the organisations accommodation-based support facilities
- Complete a comprehensive induction with all new residents
- Ensure all housing benefit forms are completed within a timely manner
- Complete daily & weekly health & safety checks
- Monitor, record and follow up on any health & safety concerns which arise.
- Support the IPA with a caseload of diverse risk and need to ensure all women and children, whenever possible are supported through their journey by the same worker.
- Advocate for all service users with agencies who can help to address the domestic abuse by:

- Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
- Providing advocacy, emotional and practical support and information in relation to legal options, housing, health, finance and recovery.
- Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation and help them regain control of their lives.
- Help maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.
- Comply with GDPR/data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for service users.
- Respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of clients ensuring the service is accessible to all.
- Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.

General Responsibilities:

All Workers have a responsibility to work with colleagues in maintaining service delivery.

- Identify and assess the risks and needs of service users to determine suitability for VAWDASV accommodation services.
- Complete housing and benefit forms with service users.
- Accompany service users to appointments and meetings.
- Provide administrative support to the IPA team.

- Participate in the case management/supervision system.
- To represent RISE and to promote its ethos; to work in a positive way and to feedback fully to the organisation.
- Undertake training to update skills in line with the Cardiff Women’s Aid Training and Development Policy.
- To maintain anti-oppressive and anti-discriminatory work practices.
- Abide by the organisations confidentiality policy.
- To ensure that personal behaviour and that of staff in area of responsibility demonstrates integrity, openness, honesty, is anti-oppressive, non-judgemental, and supports diversity.

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

Person Specification

Criteria	Essential	Desirable
Knowledge		
*Have a good understanding of domestic violence/ abuse including the impact of domestic violence/ abuse on victims and their children.	✓	
Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children.		✓
*Understand child protection issues, how to respond to effectively safeguard, and the legal responsibilities surrounding these issues.	✓	
Understand the principles of risk assessment, safety planning and risk management for victims of domestic violence/ abuse and their children.		✓
Understand the remits and resources of relevant statutory bodies and voluntary agencies.		✓
*Understand and be committed to equal opportunities and diversity issues in policy and practice.	✓	

Experience		
Working with vulnerable people, including families and/ or children.		✓
Managing a caseload.		✓
Working within a multi-agency and legislative framework.		✓
Skills/ Qualifications/ Professional membership		
*Have computer literacy skills and have some experience of working with databases.	✓	
*Have good communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.	✓	
*Have strong crisis management skills and the ability to deal with stressful and difficult situations.	✓	
Personal Qualities		
*Be compassionate and empathetic with your client's situation.	✓	
*Show initiative and be proactive when managing your case load and interacting with your clients and agencies you're working with.	✓	
*Act with integrity and respect when working with all clients, agencies and individuals.	✓	
*Work flexibly as part of a team.	✓	
*Be optimistic about the possibility of personal growth and change.	✓	
Be a driver and have access to a car.		✓
Speak Welsh.		✓

*You are required to demonstrate these on your application form. Please provide an example of work you have undertaken where you have demonstrated this skill.