

## JOB DESCRIPTION – REFUGE SUPPORT ASSISTANT (BANK)

An exciting job opportunity at Cardiff Women’s Aid (CWA) for someone who is dynamic, inquisitive, has a passion for rights, diversity and inclusion and wants to fight alongside those who may not have a voice. 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 help us achieve this.

<b>Job Title:</b>	Refuge Support Assistant (Bank)
<b>Salary:</b>	£10.90 per hour worked
<b>Hours:</b>	Flexible according to need
<b>Working pattern:</b>	Flexible according to need
<b>Contract Type:</b>	Zero hours
<b>Location:</b>	Mobile across all CWA accommodation sites across Cardiff
<b>Responsible to:</b>	Accommodation Services Manager
<b>Context of Job:</b>	RISE delivers expert, specialist, independent and domestic violence/abuse and other violence services to women and children through a range of delivery mechanisms including specialist risk and needs assessments, individually tailored support packages, group work and accommodation.
<b>Purpose of Job:</b>	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

**Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.**

**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 organisation's 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.
  - Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
- 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

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<u>Knowledge and experience</u>		

*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 of 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.	✓	

<u><i>Personal Qualities</i></u>		
*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.