

## **JOB DESCRIPTION**

- Post:** Refuge Based DA Practitioner
- Hours of Work:** 15 hours per week - some out of hours' work/on-call is required)
- Salary:** £25,791 per annum FTE
- Leave :** 25 + Bank Holidays (pro-rata)

### **Job Purpose:**

- To assist with the day-to-day running of the refuge
- To ensure a high quality standard of service in the refuge
- To develop and deliver a front-line service offering support, advice, guidance to women and their children living in the refuge

**Responsible to:** Service Manager

### **Duties and Responsibilities**

#### **Development:**

- To develop policies and practice guidelines appropriate to the project in accordance with Coventry Haven Women's Aid policies and procedures
- To keep up to date with current legislative changes for dissemination within staff team and for use when working with women and children around their rights
- To identify and make links with existing projects and community services
- To develop monitoring and evaluation procedures
- To keep abreast of issues regarding domestic abuse on a national and local level with particular reference to those that may affect the work of the Team
- To provide training and workshops as required by the service
- To participate in multi-agency work as agreed with your line manager

#### **Support Work:**

- To work with women to identify their support needs and incorporate these into women's Individual Support Plans (ISP)
- To develop and produce an ISP for each service user and review on a regular basis
- Manage a caseload ensuring each woman receives the appropriate service individual to her needs
- Advocate for victims with agencies who can help in addressing the domestic abuse
- To recognise women and children's individual needs, providing a short to medium term service to meet those needs
- To carry out risk assessment and safety planning with women and to promote women's safety in multi-agency settings such as Multi Agency Risk Assessment Conference (MARAC)
- Refer women and children to specialist agencies where necessary as part of their ISP
- To take referrals and welcome women and children into the refuge, ensuring immediate needs are met
- To ensure that the appropriate agreements related to tenancies are completed
- To ensure that the refuge rents are collected, completing housing benefit forms and collecting personal charges on a weekly basis, in advance
- To report to your line manager any difficulties in relation to the collection of rent and other charges

**This post is applicable to women only. The role is covered by a Genuine Occupational Requirement (schedule 9: Equality Act 2010). Successful applicants will be subject to a Disclosure and Barring Service check before commencing employment.**

- To ensure that any house rules are read and understood by new residents and are complied with
- To identify and address the needs of women and children leaving refuge after being offered permanent accommodation
- To ensure the primary needs of residents are met. This includes safety, health, financial, housing, and legal rights
- To organise activities in the refuge for women and children
- To support women to enable them to understand and support their children emotionally and practically and to build confidence in their own parenting skills
- To accompany women as appropriate and agreed by your line manager, to case conferences and meetings that may affect their own and/or their children's welfare
- To assist women in making claims for any welfare benefits
- To ensure that appropriate applications are made for re-housing
- To make representations, as appropriate and agreed by your line manager, to external bodies in support of women and children
- To keep the refuge 'welcome pack' up-to-date
- Ensure appropriate methods of communication with women and children living in refuge are maintained, i.e. regular house meetings, notice boards, focus groups, consultations in agreement with your line manager
- Engage service users and their children and young people in age appropriate activities in and out of the refuge setting, to encourage positive relationships, develop parenting skills and create happy memories
- To contribute to MARAC and other multi-agency safeguarding arrangements
- To work with Coventry Haven Women's Aid staff to develop appropriate services for women and children
- To work within the monitoring and evaluation procedures
- To facilitate access to Coventry Haven Women's Aid and its services
- To facilitate access for women to both statutory and community services
- To encourage the development of mutual support networks
- To work with a team of volunteers to offer advocacy and practical support to women and children
- Devise and implement appropriate methods of communication with women and children, in agreement with your line manager
- To promote awareness of the impact of domestic violence and abuse on women and children and Coventry Haven Women's Aid services
- To always ensure adherence to the Confidentiality and GDPR procedures

#### **Administration:**

- To work within Coventry Haven Women's Aid administrative and financial systems
- To ensure that adequate records are kept for all service users
- To ensure that Health and Safety records are kept up to date
- To produce monthly reports for your line manager
- To keep accurate records including regular COVID assessments
- Ensure that Health and Safety checks and records are kept up to date
- Keep room inventories
- To contribute where appropriate to the preparation of monitoring returns for funders
- To monitor and evaluate the Service via various methods including feedback from service users and produce statistical information

#### **Communication:**

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the refuges, staff, volunteers and service users
- To follow safety procedures and carry out risk assessments in conjunction with your line manager
- To attend in-house training and team meetings

- To attend support and supervision sessions with your line manager
- To develop professional working relationships internally and with external agencies
- Feedback relevant issues from external meetings/training to the staff and management teams as appropriate
- To be involved in the Annual Review process
- To promote awareness of the impact of domestic abuse on women and children and Coventry Haven Women's Aid services

**General:**

- To maintain the confidentiality of the women, young people and children using the service at all times
- To maintain confidentiality in all matters relating to the organisation
- To adhere to Child Protection and Safeguarding procedures, and Adult Safeguarding procedures throughout
- To support volunteers and student placements in the delivery of services
- To work within CHWA policies and procedures (staff handbook)
- To participate in 24 hour on call rota and provide emergency cover
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation, adhering to Coventry Haven Women's Aid policies and procedures for equal opportunities and anti-discriminatory practice
- To ensure the efficient use of resources at all time
- To maintain an awareness of the issues surrounding domestic violence and abuse (in all forms) on a national and local level
- To work within Coventry Haven Women's Aid policies and procedures and demonstrate a commitment to the values and ethos of Coventry Haven Women's Aid
- To undertake any other duties required, which may arise incidentally, develop or be assigned commensurate with the post
- To participate in at least 2 events each year to showcase your own service provision and those offered by Coventry Haven Women's Aid

## Coventry Haven Women's Aid

Post: IDVA

### PERSON SPECIFICATION

<b>Commitment and Understanding</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
Commitment to services for women and children affected by domestic violence and abuse	X	X	
Commitment to work within Coventry Haven ethos, policies and procedures		X	
An understanding of women's issues and feminist principles, in particular around the issues of domestic violence and abuse and its implications for women and children	X	X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs	X	X	

<b>Experience</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
Of providing practical and emotional support to women and children affected by domestic violence and abuse	X	X	
Of offering advice and information and advocating for service users on a range of issues including homelessness, benefits, legal, social welfare issues, etc	X	X	
Of developing and maintaining effective working relationships with external agencies	X	X	
Of working within safeguarding guidelines to protect and promote the well-being of children and vulnerable adults	X	X	
Of delivering talks, training or awareness sessions to external agencies		X	

<b>Skills</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
A professional approach to communicating with and engaging service users in the development and delivery of the service		X	
The ability to carry out safe working practices essential within domestic abuse services including risk assessment, safety planning and the implementation of confidentiality procedures	X	X	
The ability to build good relationships with other staff and volunteers and to work as part of a team		X	
The ability to prioritise and manage a varied workload		X	
Good administrative skills and the ability to work with Microsoft Office	X		
A willingness to work flexibly to ensure the needs of the service are met		X	

<b>Desirable</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
Relevant qualifications	X		
The ability to speak an additional language	X		X
Current driving licence and access to a car for work	X		