

**Job Description:**

<b>Post:</b>	<b>Domestic Abuse Practitioner (Refuge) *Female</b>
<b>Salary:</b>	Salary £27,852- £29,439 (Currently under review)
<b>Responsible to:</b>	Senior Practitioner
<b>Responsible for:</b>	Service users
<b>Location:</b>	Hull
<b>Hours per week:</b>	37 flexible working hours
<b>On call responsibility:</b>	Yes

\*This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

**Key Purpose:**

The post-holder will work to empower and support women, children, young people affected by domestic abuse and will work closely with other local services to ensure the safety and wellbeing of service users are paramount. They will ensure that service users are being provided with practical and emotional support including financial, legal, social, emotional, parenting, housing and further education through an outcome focussed support planning process.

Assist in the day-to-day running of the refuge, developing and delivering a front line service offering support, advice and guidance to women and their children. Ensuring families living in the refuge are provided with a safe, supportive and welcoming environment.

To provide support, advice and assistance to women and their children affected by domestic abuse and are staying in refuge/safe accommodation and ensure that they are provided with secure, high-quality accommodation and be able to work therapeutically within a communal living dynamic.

Lead on the development of a family centred and trauma informed support, including 1 to 1 sessions, groups, and workshops ensuring individualised needs are being met.

To participate in the delivery of the on-call out of hours service on a rota basis.

## Duties and Key Responsibilities

To provide practical and emotional support to survivors of domestic abuse in accordance with Hull Women's Aid's philosophical principles. Ensuring the primary focus is the safety and protection of service users and their children accessing services
To deliver trauma informed services supporting all individuals and their children fleeing domestic and other gender-based violence to ensure a whole family approach to safeguarding and support planning is adopted.
To welcome new residents, explain and arrange for them to sign occupancy agreements, ensuring that they are aware of their options for moving on to more permanent accommodation and to develop a proactive move on strategy for each individual concerned.
To maintain effective electronic case files that clearly demonstrate client focussed short- and long-term interventions, recording all work undertaken during the intensive support stage, clearly evidencing referral outcomes.
To work in partnership with colleagues internally and externally that support women and their children experiencing/fleeing domestic abuse.
Provide ongoing case management and crisis management to victims referred ensuring their support plan is monitored and reviewed in line with policies and procedures.
To offer an equal service to all women, children and young people regardless of age, class, culture, language, race, religion and sexual orientation, adhering to HWA's framework for equal opportunities and anti-discriminatory practice.
Take appropriate action in relation to any concerns regarding the safety of service users, including possible breaches of licence agreement, house rules or premise's security.
To organise activities and celebrations in the refuge for women and children which raise self-esteem, bring people together and broaden awareness.
Provide support with welfare rights and related issues such as employment and immigration and any other legislation as it is related to women, children, young people who have been impacted by abuse.
Provide direct support to Police, primary care services, housing departments and social care in the provision and co-ordination of support, developing strong relationships with these and other partners to improve the outcomes for service users.
To work openly and in partnership with other agencies and organisations to ensure that services continue to meet the needs of women and their children experiencing/escaping domestic abuse.
To recognise, respect and address the needs of women and their children who face particular barriers when seeking help to access, including those from different ethnic and cultural backgrounds, LGBT communities, disabled women and women with complex needs and other hard to reach groups.
To raise awareness of domestic abuse amongst professionals and the wider community through training, presentations and awareness raising campaigns and events.
To make sure that client welfare is ensured in accordance with HWA Protection from Abuse Policy and the Local Safeguarding Children's Partnership/Safeguarding Adults Board policies and procedures. Remain up-to-date and compliant with all organisational procedures, policies and professional codes of conduct and uphold standards of best practice
To take part in any fundraising activities arranged by Hull Women's Aid
<b>On Call Out of Hours</b> To participate in the on-call out of hours service rota. This is a 24-hour, 7 day a week service running outside of usual service hours. The on-call out of hour's service may involve the following duties and responsibilities, this is not an exhaustive list and is subject to change to ensure contract and service delivery requirements are met by the organisation and to provide a high-quality service to people affected by domestic abuse.

When on call, staff need to be available for work and have access to a car. You must also be able to drive which means that you must not be under the influence of drugs or alcohol.

- Deal with emergencies outside of service hours, which may involve attending refuges outside of service hours.
- Resolve refuge issues over the phone
- Provide emergency safety advice to refuge residents
- Admitting families into refuge accommodation
- Processing referrals into the services that HWA provide
- Providing telephone support and safety advice to people affected by domestic abuse
- Providing telephone support to professionals supporting those affected by domestic abuse
- Supporting service users to access refuge accommodation elsewhere.

### **General responsibilities**

- To maintain the security and well-being of survivors of domestic abuse and other forms of violence and abuse and their children within the premises, and to communicate immediately with the Chief Executive Officer any breaches of security, house rules or occupancy agreements especially where there is concern about safety.
- To control access to the refuge when on duty and remind residents to keep the building secure when staff are not present.
- To check efficient working of any entry phone and CCTV systems daily.
- To ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 2018.

### **Managing health and safety**

- To support the management of health, safety and security within a refuge, including carrying out and recording regular fire and health and safety checks, ensuring that fire equipment and fire doors are in working order and not obstructed.
- To ensure that all equipment provided by refuge is in safe working order and that periodic testing and maintenance is carried out.
- To ensure that the accommodation is always attractive and comfortable and that a good standard of hygiene is maintained in the refuge. To carry out cleaning and other light manual duties when required.
- To arrange and supervise contractors, carrying out maintenance, window cleaning and cleaning of communal areas.

**Commitment to our Values:**

<b>Equality</b>	<b>Honesty</b>	<b>Empowering women and children</b>
<b>Openness</b>	<b>Care and compassion</b>	<b>Respect for individual dignity and diversity</b>

This job description and person specification is current as at the date shown. In consultation with you, it is liable to variation to reflect or anticipate changes to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade. This post is subject to enhanced DBS check.

<b>QUALIFICATIONS &amp; TRAINING</b>	<b>Essential Desirable</b>	<b>How assessed</b>
Relevant qualification or NVQ Level 3	E	A
WAFE/Safe Lives Accredited Training or willing to undertake this training within first year of employment	E	I
A recognised social work, housing or counselling qualification	D	A / I
A clean driving licence and car owner with business insurance	E	A
A minimum of 2 years direct experience of providing emotional and practical support to those affected by domestic abuse	E	A / I
<b>EXPERIENCE AND KNOWLEDGE</b>		
Experience of undertaking risk assessments and developing risk management plans through assessing service user needs in a person centred way and developing safety plans.	E	I
Experience of working in a residential setting/refuge/women's advice centre or other relevant agency.	E	A / I
Ability to maintain confidentiality and share information in accordance with policy and legislation.	E	I
Experience of providing telephone support to vulnerable people.	D	A / I
Experience of providing support to families under stress and advocating for women, children, young people	E	I
Knowledge and understanding of trauma and trauma symptoms	D	A/I
Knowledge of the core principles and legislation relating to safeguarding and child protection	E	A/I
Knowledge of the benefits system and welfare rights legislation	E	A/I
Knowledge of civil and criminal legislation relating to victims and survivors of domestic abuse.	E	A
Experience of delivering group work/1 to 1 work	D	A / I
<b>SKILLS AND ABILITIES</b>		
An understanding of and an empathy with the needs and experiences of women, children who have experienced domestic abuse	E	A / I
A commitment to the empowerment of women, children, young people and an ability to build relationships	E	I
The ability to liaise effectively with a wide range of agencies and work collaboratively	E	I
Organisational skills and the ability to prioritise work on a daily basis	E	I
The ability to work on own initiative, prioritise own and others' workloads and meet deadlines	E	I
Excellent communication and interpersonal skills, able to communicate effectively both orally and written	E	I
An ability to manage crisis situations calmly and with a problem solving approach	E	I
Act with integrity and respect when working with all service users, agencies and individuals	E	A / I
Ability to work flexibly and some unsociable hours	E	I

