

JOB DESCRIPTION

JOB TITLE:	Facilities Worker
RESPONSIBLE TO:	Duty/Crisis Assessment Senior
SALARY:	SCP21 £21,828.
HOURS:	35 hours per week
HOLIDAY ENTITLEMENT:	20 days annual leave plus 10 public holidays

Job Purpose

To provide a safe, secure accommodation for women and any accompanying children who are at risk of domestic abuse.

Main duties

- To ensure the refuge accommodation is available, prepared, and ready for occupation.
- Identify and allocate Refuge spaces, at the same time explaining Occupancy Agreement and Conditions of Stay. Organise transport to Refuge. Meet the family at the Refuge to welcome them in.
- To complete all necessary admission paperwork and begin the process of applying for housing benefit.
- To familiarise women and any accompanying children with the refuge environment, regulations, expectations and safety procedures.
- Provide an induction to new residents on the heating system, security of the premises and electrical equipment etc.
- To ensure current residents are aware of new placements and to introduce them to each other.
- To ensure the refuge building and gardens are maintained to a high standard and remain in good repair and decoration.
- To provide support and assistance to the Edinburgh Women's Aid's Duty/Crisis Assessment team to enable the best possible service to be provided to service users accessing accommodation.
- Carry out Weekly Checks of Refuges for Health & Safety purposes and ensure that they are properly maintained by service users and report repairs to landlords , pass any difficulties to the Duty/Crisis Assessment team
- To ensure all EWA properties are secured and to have responsibility for keys and their distribution
- To respond to ad hoc Health and safety checks
- Maintain, upload and check periodically the inventory of furnishings, bedding, crockery, kitchen utensils, etc. pertinent to each Refuge on the case management system
- To complete DIY repairs and maintenance tasks including painting and decorating

- Ensure that immediately prior to a family vacating the accommodation the inventory is checked.
- Assist the family and their belongings to move out of Refuge where appropriate
- Assist with the maintenance of storerooms and goods therein in a proper and tidy manner. Ensure all necessary paperwork for the receipt/and/or issue of resources is completed.
- To provide general admin support to the Duty/Crisis Assessment team including photocopying, maintaining a ready supply of forms such as housing benefit, etc.
- Ensure all resources are replenished and accessible
- Assist in the Update of Welcome Packs for Refuge properties
- Attend and participate at team meetings and training
- Participate in regular support and supervision
- In co-operation with the Senior, develop a personal skills and training development plan
- There may be a requirement to work out with normal working hours on occasions.

Essential requirements
<ul style="list-style-type: none"> • An understanding of domestic abuse and the effects of abuse on women and children • To understand and work from the ethos of the feminist analysis of abuse • Ability to listen to women in a non-judgemental way • Experience of collating information and writing reports • Good written and verbal communication skills • Ability to work on own initiative and manage your caseload in a busy environment • Keep appropriate records • Computer literate • Ability to work as part of a team • A full clean driving licence • Knowledge of SSSC code of practice and national Care Standards
Desirable requirements
<ul style="list-style-type: none"> • Experience of working with domestic abuse issues • Experience of working in the voluntary sector