**Refuge Worker Job Description**

**Job Title**: Refuge Support Worker

**Salary**: £26,424 PA (Under Review)

**Hours of Work**: 37.5 per week (inclusive of unpaid lunch break)

**Place of Work**: SAWA Refuge Accommodation

**Reporting to**: Manager of South Ayrshire Women’s Aid

**Purpose of the post**

Ensure the smooth running of the refuge with particular regard to maintaining a comfortable standard of accommodation and the provision of a support service for women accessing our refuge.

The post holder will work with a range of agencies and multi- disciplinary partnerships with a focus on improving outcomes for women and their families.

**Core Tasks and Responsibilities**

Ensure refuge accommodation is safe and to a reasonable standard.

Liaise with the relevant agencies for homeless accommodation.

Deliver support services to women in refuge.

Work with women to identify their needs, goals and to make informed choices

Provide follow on support and outreach support to women

Contribute to the planning, delivery and evaluation of our refuges.

**Job activities**

1. To develop, deliver & evaluate the management and maintenance of our refuges

on an on-going basis.

2. To manage and improve the administrative systems associated with refuge

accommodation.

3. Prepare refuge for new occupant.

4. Admit women and children (if any) to refuge and ensure that they are settled and

fully informed of Health and Safety, how all equipment within the accommodation

is operated and how to contact all necessary services.

5. To implement a structured support plan for women in. Undertake support

planning in consultation with women and ensure that this is reviewed and updated

regularly throughout her contact with SAWA.

6. Work with women to identify their needs, goals and to make informed choices.

7. To plan an effective maintenance programme and co-ordinate the relevant work.

8. Liaise with Children and Young People’s Workers where children are

accompanying their parent or guardian to refuge.

9. Ensure that regular refuge inspections and inventories are carried out and the

appropriate action is taken to deal with Health and Safety or maintenance.

10. Conduct exit from refuge interview and evaluation.

11 To provide follow on and support on an Outreach basis to vulnerable women

12. To participate in the delivery of an on-call service to refuge residents.

13. Attend and participate in SAWA meetings.

14. To promote the work of South Ayrshire Women’s Aid and the rights & needs of

women, children and young people who experience domestic abuse with other

service providers and policy makers.

15 To work in partnership with Scottish Women’s Aid and the wider Women’s Aid

network, contributing to local and national campaigns that further the aims of

Women’s Aid.

16. To undergo any training necessary to carry out the functions of the post.

17 To perform such other duties from time to time as directed by the Manager.

**Working Approach**

1. Promote equality and anti-discriminatory practice throughout all aspects of the work
2. Support colleagues in creating a positive, inclusive, supportive and participatory working environment
3. Develop and maintain good public relations out-with the organisation
4. Reflect on and evaluate practice to ensure delivery of a professional service to women, children and young people within the accommodation.
5. Produce a good standard of written reports, when requested and maintain accurate and up to date records on the company database system.
6. Provide reports to funders and other stakeholders on work undertaken when requested by the Manager.
7. Participate in organisational planning and decision making and undertake work that furthers the aims and objectives of SAWA.

**Working Principles**

* Work to SAWA’s aims, objectives, vision and mission
* Work to a key worker model with a person centred approach
* Multi-agency partnership working
* Focus on positive outcomes for all service users.

**Decisions made within the course of the work**

* Responsible for managing own work load and planning
* Support planning with women in refuge accommodation.

**Contacts Internal**

* SAWA management team
* SAWA staff paid and unpaid workers

**External**

South Ayrshire Council, youth services, schools, social work, health agencies, child protection, children’s hearings, voluntary sector, funders, Women’s Aid network, Scottish Women’s Aid, Scottish Government