

## Fife Women's Aid Job Profile

<b>Job Title:</b>	Housing Management Worker
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Fife Women's Aid (FWA) is a registered Scottish charity and a company limited by guarantee with over 30 years' experience of providing services to women, children and young people who have experienced domestic abuse.

### Job Purpose

The purpose of this post is to provide domestic set up, cleaning and basic repair services for all Fife Women's Aid properties. This post contributes as a team member to meeting the aims and objectives of Fife Women's Aid and involves contact with women and children who have experienced domestic abuse.

### Reporting to

Business/Team Manager.

### Key Activities

- To work as part of the Housing Management team, with minimum supervision, to maintain high standards in all FWA premises.
- Carry out deep cleaning and preparation of vacated accommodation to achieve the turnover and reset of refuge properties within target times and to agreed standards.
- Maintain standards in all FWA offices and undertake cleaning tasks in FWA offices when required.
- Co-ordinate the setting up of new properties including furnishings, equipment and utilities.
- Assist FWA support workers, where needed, to help families admitted to refuge accommodation.
- Communicate in a compassionate way during interactions with women, children and young people in refuge accommodation while maintaining appropriate boundaries for the role.
- Assist FWA support workers, where needed, with the co-ordination of packing and removal support for families moving out of refuge. With at least one support worker pack all belongings left by service users in refuge and label accurately.
- Monitor keys, lock changes, access and security of FWA refuge accommodation and offices.
- Provide basic DIY, decorating and maintenance for refuge accommodation.

- Be responsible for collecting, receipting and lodging all monies with the business support team in a timely way.
- Liaise with external contractors to allow access for repairs, maintenance, servicing and health and safety inspection of equipment in all FWA properties.
- Take responsibility for stock control of cleaning materials, equipment, linen and stores.
- Maintain accurate and up to date records on FWA database (Oasis) and ensure timely relevant communication with other teams.
- Take responsibility for own administrative tasks including photocopying and use of IT equipment.
- Comply with relevant health and safety legislation and good practice as set out in Fife Women's Aid Health & Safety policies and procedures.
- Perform other duties as reasonably required by the management team and show commitment to ongoing personal development including relevant training.