

Fife Women's Aid Job Profile

Job Title:	Refuge Properties 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 Refuge Properties 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.
- Ability to travel within Fife – full driving licence and access to own transport with business user motor insurance is essential to travel to other business properties.