



LATIN AMERICAN WOMEN'S AID - LAWA JOB DESCRIPTION

Position	Refuge Coordinator
Responsible to	Refuge Manager
Salary	NJC Scale SCP 32 £28,500 pro rata per annum including inner London weighting
Hours	37.5 hours a week
Job purpose	To manage the day to day refuge duties in terms of housing management, conflict resolution, and case work empowering women in the refuge through facilities services. Encourage them to rediscover their inner strengths and continue their personal development, in order to achieve self-determination and independence.
Language required	English, Spanish (Essential) and Portuguese (Desirable)
Expected date to start	5 th March 2018
Requirement's	In light of the nature of work and focus of LAWA, the organisation considers the candidate's race and gender, to be an occupational requirement in accordance with Parag 1, Schedule 9, of the Equality Act 2010.

MAIN DUTIES AND RESPONSIBILITIES

- To manage the delivery of high quality support to women and children escaping domestic violence, trafficking and forced prostitution including managing refuge housing in accordance with Refuge's operational policies and procedures.
- To ensure efficient management of rent collections and voids ensuring that all financial processes are undertaken in accordance with Refuge's financial procedures.
- To manage an allocated budget in conjunction with the Refuge Manager and the Finance Team.
- To ensure the highest standard of accommodation is achieved and that housing maintenance tasks are regularly carried out.
- To conduct key work sessions on a regular basis and keep casework records up-to-date in accordance with Refuge's requirements. And to develop Individual support plans (action plan and review of the action plan).
- To conduct comprehensive risk assessment, personal safety planning, advice on legal remedies, welfare benefit advice, housing advice, child support measures and enabling clients to access specialist legal advice, counselling and other services which will enable them to develop their skills and integrate into the community. (Inform line manager of any risks.)
- To provide service users with appropriate emotional support.
- To refer women to specialist agencies where appropriate as part of their support plan. Liaise, arrange appointments in relation to the woman's case until she is able to do this herself and/or the issue has been resolved, and accompany them to appointments if

appropriate.

- To welcome new arrivals showing around premises, settling into accommodation, providing information packs, explaining house rules, signing of documentation e.g. residents' licence agreement and being available to answer any queries.
- To communicate immediately with the line manager any breaches of security, house rules or licence agreements especially where there is concern about safety.
- To ensure that all women and children are able to access a quality service in accordance with Refuge's equal opportunities policy. And to bring any problems in accessing the service to the attention of the manager.
- To ensure that any issues in relation to Child Protection matters are brought to the immediate attention of the line manager, or if unavailable, another project manager.
- To control access to the refuge when on duty and remind residents to keep building secure when staff are not present. To check daily and ensure efficient working of any entry phone system and effective operation of any security television systems.
- To work within the confines of confidentiality and ensure that professional boundaries are always maintained when working with residents, staff and external bodies, and to work within Refuge's Code of Conduct. To ensure that security of sensitive information is maintained.
- To work within and implement all Refuge's policies and procedures, especially those on Individual Support, User Involvement, Health and Safety, Equal Opportunities, Confidentiality and Security.
- To report any problems/difficulties/complaints to the line manager as soon as possible.
- To participate in the on call rota to ensure effective out of hours coverage of the service.
- Handling with complaints from residents, following LAWA's complaints policy and procedure, and inform manager immediately.

Responsibilities related to support on Housing-Move on

- Explore and assess housing needs and inform them of housing options. Advocate on their behalf presenting their cases as required according to LAWA move on policy and procedure.
- To provide comprehensive, accurate and impartial advice and assistance to those requiring housing advice, mortgage arrears advice and support, advice regarding landlord and tenant relations (e.g. illegal eviction, harassment, disrepair, security of tenure, tenancy related issues), assistance in finding accommodation.
- To process homelessness applications from those who may be homeless and in priority need because of pregnancy or children etc.
- To promote and maintain contact with other statutory and voluntary organisations in assisting with developing and furthering initiatives to aid homeless people and to participate in homelessness & housing advice oriented work groups as may from time to time be required.

Responsibilities related to support on Referrals

- To take and assess referrals in accordance with LAWAs policies and procedure
- To discuss referrals with the line manager when necessary and especially during the probationary period.
- To Update "Refuges Online" on a daily basis.
- Interviewing a potential resident prior to her stay at the refuge to assess her emotional and practical needs in relation to the services provided.

Responsibilities related to Group work

- To arrange regular house meetings and seek resident feedback, keeping clear minutes and records of all residents' comments and concerns.
- To arrange outside activities with residents, e.g. Christmas dinner
- To attend and contribute to staff meetings.
- To attend non-managerial and managerial supervision.
- To liaise with the Family support worker in order to develop a common approach, after a formal assessment of the emotional and practical needs of mothers and children.
- To develop and maintain positive, collaborative working relationships with all Refuge staff, including colleagues at Head Office and at other sites.
- To attend training either internal or external as requested by the line manager and to attend regular supervision sessions.

Administrative systems & Reporting

- To apply and follow up Housing benefit claims and liaise with line manager
- To coordinate the work of refuge staff according with LAWA policies and procedures
- To undertake petty cash and rent payments responsibilities as required by the line manager.
- To ensure that rent payments are collected promptly, properly receipted and secured in the safe.
- To update information on the residents' notice board.
- Responsible for the administration of the welfare fund and the petty cash in accordance with the financial procedure.
- Regularly update the "welcome Manual" in Spanish and Portuguese making use of translating services.
- To ensure that women are provided with an Exit Questionnaire when they leave.
- Monitor project budgets and expenditure and assist in preparing estimates for budgeted activities
- Carries overall responsibility in work planning, budgeting, and monitoring and information/reporting. To provide any reports or monitoring statistics as required.
- Responsible for filling in and sending Core Systems data.

Maintenance

- To ensure that there is a constant supply of cleaning materials and will make them available to residents as necessary.
- To ensure the maintenance of the house, reporting and recording any necessary repairs in conjunction with other members of staff.
- Responsible for encouraging women to participate in the weekly and monthly cleaning rota.
- To carry out weekly fire and health and safety checks in accordance with Refuge's policies and procedures.
- To carry out risk assessment in respect of property
- To arrange and supervise where appropriate garden maintenance, window cleaning and cleaning of communal areas, etc. To ensure a good standard of hygiene is maintained in the refuge.
- To clean and prepare vacant rooms with fresh bedding etc. for re-letting, personally carry out cleaning when required and other light manual duties as needed.
- To ensure that all equipment i.e. fridges, washing machines, cookers, heating, furniture etc. are in safe working order and for periodic testing and maintenance as required.

Other duties

- To attend management committee and any sub-committee meeting as and when required.
- To attend any meetings or training either internal or external as requested by the line manager and to attend regular supervision sessions.
- To keep up to date with literature on domestic violence as well as the effects of domestic violence e.g. through reading and training events.
- To attend the A.G.M. and contribute to the Annual Report
- To record appointments and meetings in the shared office diary on a regular basis.
- To attend supervision and appraisal meetings with the Line manager
- To participate in the induction program given to new staff and voluntary workers as delegated by the Manager
- To identify and attend relevant training as necessary.
- Any reasonable duties which may be required in pursuance of LAWA's objectives

PERSON SPECIFICATION

Criteria	Essential	Desirable
Education/ Qualifications	Good standard of general education.	A relevant professional qualification
Experience	<p>Extensive experience of assessing the needs and risks to women and children who are experiencing gender violence, of advocating for clients, creating crisis plans, individual support and risk management.</p> <p>Experience of managing and developing teams and individuals.</p> <p>Experience of working in women's refuge/residential, health and/or community setting.</p> <p>Extensive experience of providing emotional and practical support to people seeking support/advice (e.g. social services, residential work or voluntary sector).</p> <p>Experience of preparing reports for case conferences or similar proceedings in which women and children may be involved.</p>	<p>Experience of providing advocacy.</p> <p>Experience of managing change.</p>
Abilities/Skills Knowledge /	Evidence of high level casework skills and the ability to oversee and direct complex domestic violence casework including issues such as child abuse, mental health, substance abuse,	<p>Knowledge of different therapeutic models.</p> <p>Ability to deliver high quality training internally</p>

	<p>working with trauma in adults and children and crisis intervention.</p> <p>Ability to communicate Refuge's philosophical principles and inspire staff and others about Refuge's mission.</p> <p>Knowledge of managing supported accommodation and the full range of housing management responsibilities including preventing rent arrears, eviction, health and safety, housing, legal and welfare rights of women and children experiencing domestic violence and of working in multi-agency partnerships.</p> <p>Demonstrable knowledge of child protection issues.</p> <p>The ability to demonstrate leadership and sound judgment in crisis situations including where lives need to be protected.</p> <p>The ability to manage upwards in a hierarchical structure, ensuring a focus on service users, funders, and the delivery of monitoring targets.</p> <p>Proven ability to ensure team successfully delivers outcomes for funders and that it works to standards required for the service including working to achieving Level A of the Quality Assessment Framework in Supporting People funded services.</p> <p>Proven ability to manage budgets.</p> <p>Ability to develop, sustain and evaluate joint work between agencies including the ability to establish good working relationships with housing departments, housing associations and other key agencies and the ability to negotiate effectively with these agencies.</p>	<p>and externally in gender violence.</p> <p>Proven ability to coach and develop staff to become skilled caseworkers.</p> <p>Understanding of the principles and methods of embedding continuous improvement, skills in monitoring and evaluating service performance</p>
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	<p>Evidence of strong written and verbal communication skills. English & Spanish is essential</p> <p>A methodical and well-organised approach to workload and an ability to work with minimal supervision and to take initiative.</p> <p>Good interpersonal skills including the ability to establish boundaries and maintain professional distance with staff and residents whilst at the same time creating trust and warmth.</p> <p>A comprehensive knowledge of current general and welfare rights legislation as it effects women escaping domestic violence e.g. DSS and Housing benefits/homelessness legislation /injunctions.</p> <p>An understanding of the needs of minority and refugee women experiencing domestic violence and how discrimination affects them.</p> <p>Knowledge and awareness of the complexities of domestic violence issues and a commitment to Refugees' philosophical principles.</p> <p>An understanding of group dynamics in a residential setting.</p>	
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Please, keep in mind that we are not able to support any working or residence permit/visa

To apply, please send your CV and a letter explaining why you want to join LAWA, to recruitment@lawadv.org.uk