



## LATIN AMERICAN WOMEN'S AID (LAWA) JOB DESCRIPTION

<b>Position</b>	<b>Refuge Operations Assistant</b>
<b>Responsible to</b>	Refuge Homes Coordinator
<b>Responsible for</b>	N/A
<b>Salary</b>	<b>£24,350.00</b> equivalent to a full-time job of 35 hours One-year fixed-term contract
<b>Time dedication</b>	<b>14</b> hours per week - probation period of three months.
<b>Benefits</b>	38 days holidays (pro rata) that includes 25 annual leave, your birthday, bank holidays, and the time between Christmas and New Year's (upon agreement). Availability of flexible working hours upon agreement. <a href="#">A Perkbox account</a> –shopping discounts, online GP appointments, mental health support line and much more.
<b>Location</b>	LAWA's Refuges across London.

### About LAWA:

LAWA is a community-based organisation led by and for Latin American women and children in London, working to end violence against women and girls (VAWG) since 1987.

We provide a range of different supporting services: we manage the only refuge accommodations for Latin American women and children in the UK and in Europe, we run an Advice Centre to provide support and advocacy for Black and Ethnic Minoritised<sup>1</sup> survivors. We offer community wellbeing services such as Counselling, the Change Maker and Chavitas Change Maker programs -spaces for Latin American women and girls to share their experiences as migrants-, and the Growing Together project -an initiative to reduce isolation/risk of being isolated among elderly Latin American women-, and we do advocacy on the housing issue for BME VAWG survivors.

**Job purpose:**

The Refuge Operations Assistant is responsible for maintaining a clean, safe, and welcoming environment within LAWA refuges. This includes cleaning offices, bedrooms, and common areas in the refuge, organising inventory, and ensuring residents adhere to cleaning rotas. Additionally, the role provides childcare services for LAWA service users, that respects the diverse needs of the community and ensures accessibility for all.

**Main Duties:**

- Carry out the cleaning of offices, vacated bedrooms, and any other required areas.
- Ensure that houses are cleaned and organised, monitor residents' adherence to cleaning rotas, and provide cleaning training if needed.
- Maintain an organised inventory of cleaning products.
- Support health and safety by identifying and reporting any repairs or potential hazards.
- Establish and maintain clear, professional boundaries with staff and service users to ensure a safe and professional working environment.
- Demonstrate the ability to work independently and show initiative on a daily basis.
- Consistently reflect the organisation's values in your daily work.
- Demonstrate flexibility to perform other tasks required by the organisation or line manager.
- Provide childcare services for service users in LAWA refuges and other services, respecting and valuing the diversity of the community in which the services operate, and recognising the needs of a wide range of survivors to ensure accessibility for everyone.

**Other duties**

- Take a proactive & enthusiastic approach to tasks, problem solving & team working.
- Actively participate and contribute to all required meetings and trainings.
- Adhere to organisational policies and procedures.
- Attend and contribute to team meetings and help build and maintain healthy working relationships within the team.
- Work at all times with the best interest of LAWA in mind.
- To attend supervision and appraisal meetings with the Line manager.
- To participate in the induction program given to new staff as delegated by the line manager.
- Any additional tasks as required to support LAWA's objectives and the responsibilities of the role.

**Flexibility Clause: From time to time, the post holder will be required to undertake duties that are consistent with the work of LAWA. The post holder must be flexible and be able and willing to take on such duties, which are not significantly out with the scope and the nature of the role.**

**Person specification**

<b>Skills &amp; Experience</b>	<b>Requirements</b>
Health and Safety compliance experience	Essential
Committed to maintaining a clean and hygienic environment.	Essential
Proactive and able to self-manage workload.	Essential
Ability to emphasise with service users whilst always keeping clear professional boundaries and confidentiality.	Essential
Ability to be assertive when interacting with difficult service users.	Essential
Excellent interpersonal skills and the ability to communicate effectively both verbally and in writing.	Desirable
Childcare certificate.	Desirable
Experience in managing housekeeping activities and ability to analyse housekeeping issues and propose solutions.	Desirable
Attention to detail.	Essential
Excellent time management skills and ability to multi-task.	Essential
Ability to work under pressure and in a dynamic environment.	Essential
Demonstrating empathy and understanding	Essential
Flexible and adaptable, able to handle changes and emergencies.	Essential
Experience in working with vulnerable people and children.	Desirable
Willingness to continue training and personal development.	Essential
Demonstrate a good understanding of English language	Essential
Brazilian Portuguese and/or Latin American Spanish as mother tongue	Essential

LAWA aims to be an Equal Opportunities employer. 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.

**This post is open only to Latin American and other Black and Ethnic Minoritised Women. We encourage applications from Black Latin American women as well as LGBTQ+ BME women.**

**Please note that this role is not eligible for work permit or visa sponsorship.**

To apply please send your CV and a cover letter to [recruitment@lawadv.org.uk](mailto:recruitment@lawadv.org.uk) **In the email subject, please indicate the post you are applying to.** Deadline: **10<sup>th</sup> of December 2024** – We reserve the right to close earlier if the right candidate is appointed. We encourage early applications.