

## JOB DESCRIPTION

### JOB TITLE

Refuge Warden

### WORK BASE

Cardiff

### PAY

Salary: £14,600.00 per annum pro rata. (FTE, 35hours per week)

### RESPONSIBLE TO

Head of Regional Services South Wales

### CONTRACTED HOURS OF WORK

Shift work between 7pm to 7am, Monday to Friday & 24hours during Saturday & Sunday.

### HOLIDAY ENTITLEMENT

28 days per annum pro rata

### CONDITIONS OF EMPLOYMENT

Additional hours may be required for which time off in lieu is approved

### TERM OF CONTRACT

Fixed term up to and including 31<sup>st</sup> March 2018, Subject to funding

## **JOB SUMMARY**

The worker will be responsible for working with Triwriaeth team to provide a high-quality frontline service to victims of domestic and sexual abuse and wider VAWDSV issues. This role involves working Nights and weekend. The post holder will be expected to work 3 shifts in 7, from 7pm to 7am, Monday to Sunday providing high quality support and accommodation service to women and children and undertake accommodation health and safety duties and checks and when required.

## **MAIN DUTIES AND RESPONSIBILITIES**

- Identify and assess the risks and needs of service users using the Triwriaeth specialist intervention toolkit.
- To ensure rooms are ready for the new residents.
- To admit new residents and their children in the refuge during out of hours and allocate appropriate kitchen space, including cupboard, fridge space and utensils.
- To provide support to women and children in the refuge if required during your shift.
- To provide a duty of care as well as a safe, supportive and welcoming environment for the Triwriaeth refuge resident throughout your shift .
- Responsible for securing buildings and ensuring the accommodation is in good order.
- You will work with IPA/IDVA (s) to ensure that appropriate support is provided to Triwriaeth service users.
- To monitor the accommodation building in out of hour's periods.
- To ensure that the security of the accommodation is maintained overnight, conducting regular fire, health and safety checks as part of this cover, and liaising with service supervisor where necessary.
- You will be expected to participate in a rota to work on site during holiday periods such as Christmas, Easter and Bank holidays. In addition to this, you will be required to cover when other members of the team are on annual leave.
- In emergency situations where the Refuge has to close, for example severe weather conditions, out of hours you may be required to remain on site to support the residents.
- During nightly rounds to promote good order in the residence and provide a friendly and welcoming environment; ensuring that Service Users are compliant with the accommodation regulations, in particular to manage anti-social behaviour.
- To be able to attend to service users out of hours support needs as and when required during your shift..
- To respond to emergency phone calls.
- To be the first point of call in the refuge to any emergency situations and make an assessment of the severity of the case before deciding the appropriate action.
- To liaise with the Head of Regional Services and Service Supervisor on service users' behaviour and welfare issues whenever necessary.
- To produce nightly, comprehensive written reports for handover and record keeping purposes, including any H&S incident reports.
- Respond to any fire alarms and act as fire marshal and assist with fire drills.

- To ensure that the agreed standards of service and cleanliness are maintained in communal areas within the accommodation buildings, which will include emergency cleaning.
- To undertake administrative duties as required.
- Responsible for checking grounds and remove litter when required.
- To ensure that lost property is recorded when found and secured as agreed by management.
- To deal with any service users lock-outs.
- To administer emergency first aid as and when required.
- Undertake appropriate and relevant staff development training on a regular basis including health and safety, first aid, fire marshal, safeguarding and Prevent training.
- To be aware of relevant policies, procedures and regulations.
- Adhere to confidentiality and data protection policy at all times.
- It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

## **GENERAL DUTIES**

- Responsible for maintaining confidentiality in all matters relating to Bawso as an organisation.
- To attend appropriate training when required.
- To ensure at all times that the projects service standards are properly monitored and adhered to.
- To ensure at all times that all areas of the projects work are positively promoted.
- To attend meetings with Bawso as and when required.
- You will be responsible for adhering to equal opportunities policy, confidentiality clause, flexibility clause and other Bawso policies and procedures as stated on company policies.

## **CLAUSES AND POLICIES**

- *Responsible for adhering to equal opportunities policy, confidentiality clause, flexibility clause and other Bawso policies and procedures as stated on company policies and staff handbook. This post is exempt from the rehabilitation of offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1975. This post is exempt from the rehabilitation of offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1975.*
- *The above is provided for guidance and is not an exhaustive list of all accountabilities that the post holder may have over time. This job description will maybe review annually and may need to be revised according to the priorities of current workload with the agreement of the Executive Board and the CEO.*