

JOB DESCRIPTION

JOB TITLE

Relief Worker

WORK BASE

Various (*Cardiff, Swansea, Newport, Torfaen, Merthyr Tydfil, Caerphilly and Wrexham*)

PAY

£8.00

RESPONSIBLE TO

Director

CONTRACTED HOURS OF WORK

Casual Hours

HOLIDAY ENTITLEMENT

28 days plus Bank Holidays pro rata after 3 months in one continuous cover

CONDITIONS OF EMPLOYMENT

Casual Basis- Providing essential temporary cover on a casual basis.

TERM OF CONTRACT

Casual basis

JOB SUMMARY

As a relief worker at Bawso your responsibilities can include:

1. Providing emotional and practical support and ensuring that women and children in the refuge are provided with a safe, supportive and welcoming environment.
2. Providing support to women in the community in order to maximise their safety.
3. Providing support to women in their own homes who require a Floating Support service, to enable them to maintain their tenancy and assist them with their integration within the community.
4. Identifying and assessing female victims of Modern Slavery/ Human Trafficking and delivering an accommodation support and outreach service to these victims by providing one to one support, signposting and advocacy.

MAIN DUTIES AND RESPONSIBILITIES

- I. **Domestic Abuse Refuge Project:**

Provide counselling, advice, support and assistance to women and their children.

Carry out needs assessment and offer a planned level of support to the women and their dependants.

Establish and maintain accurate records of all outreach visits (surgeries), telephone conversation, attendance and appointments etc. including the progress being made on behalf of the women and children.

Inform and educate the community, voluntary and statutory sectors of the rights and needs of Black Minority Ethnic women.

Develop and maintain links with communities and organisations and monitor the needs of service users and bring this to the attention of the manager.

Provide one to one support for women, in conjunction with other caseworkers, to prepare and encourage women into self-help and independence.

Ensure the effective implementation of the Project policies on a day-to-day basis, especially equal opportunities and confidentiality, in relation to users, staff, and all aspects of service provision. To encourage and promote a more positive and tolerant atmosphere within an outside the organisation on differences based on race, religion, gender, class, language, sexuality, diet, disability, etc.

Maintain the organisations ethos of encouraging self-help and confidence building in all aspects of work with service users.

Organise and co-ordinate activities, socials outings for women and children.

Offer appropriate level of support to the women.

Ensure that service users are fully informed of available services and resources to them both within BAWSO and the community.

Liaise with Director South East Wales regarding support plan when initially set up, then review on a monthly basis during supervision. Inform Director South East Wales of any significant changes.

At Move-On, support women and children to settle into the community, providing information on amenities, schooling, etc.

Encourage Mother's in 'Positive Parenting' to enable good communication within the family unit. Also to encourage Mother to undertake activities with their children so that the children can develop social and personal skills within identified community resources.

Ensure that families receive information on Children's Services and the role of the Support Worker on arrival at Bawso.

To plan, lead and implement a programme of activities and support for children of all ages who live in the refuge and work closely with other Support Workers to provide practical information and assistance to women about local services for children, such as play schemes, nursery or schools.

To respect the child by regarding their conversations during their individual time as confidential unless the child agrees otherwise. If however it is felt that doing this could put a child at risk, advice may be sought from the Director South East Wales .

In the context of the 1989 Children Act to take appropriate action regarding the welfare and protection of children by liaising with relevant agencies, statutory and voluntary, parents and extended family.

Whilst a Support Worker is primarily responsible for working with women in the refuge, she will also be responsible for working with the children in the refuge as it coincides with the welfare of the children.

II. Human Trafficking Refuge Project:

To provide crisis intervention and conduct in-depth and complex assessment using identification tool kit with women who may have been trafficked.

To establish and promote an effective working relationship with partner agencies, statutory and voluntary.

To liaise with the Directors to accept referrals to schemes.

To ensure vacancies are communicated and that accommodation is suitable and ready for referrals.

To provide key work support and safety planning for a case load of women who have been trafficked, primarily to those who have been exploited in prostitution.

To provide information and advice on relevant issues including health, housing, counselling, welfare benefits, employment and child protection.

To provide a sign posting and referral service relating to immigration and asylum processes.

To coordinate the allocation and referral to suitable and safe accommodation utilising risk and needs assessments processes.

To maintain appropriate records and statistics regarding service users.

To ensure compliance with all funding requirements including the provision of comprehensive reports and statistics.

To assist in monitoring the achievement of key performance indicators and discuss and implement corrective action as required.

To ensure that the tenant is supported to make decisions regarding issues such as: referral onto the National Referral Mechanism; assisting the authorities with intelligence; whether she wishes to return to her home country or to remain in the UK; and the implications of those decisions.

To ensure that the tenant applies for all available benefits, if applicable, and to provide advice and assistance.

To ensure that women are fully informed of available services and resources to them both within BAWSO and the community.

To identify agencies and individuals who could provide appropriate services.

To negotiate with the tenant and potential service providers to draw up a detailed plan and co-ordinate the delivery of this plan.

To make applications to the appropriate funders for Community Care Grants etc, and as directed to apply for, or assist the tenant to apply for, one off individual grants. To apply to Charitable Organisations for appropriate grants.

To manage tenant and neighbour disputes and complaints, encourage participation in tenant consultation and involvement with the organisation.

To implement requirements detailed in service level agreements or funding agreements.

To ensure the effective implementation of the Project policies on a day – to day basis, especially equal opportunities and confidentiality, in relation to users, staff, and all aspects of service provision.

To encourage and promote a more positive and tolerant atmosphere within and outside the organisation on differences based on race, religion, gender, class, language, sexuality, diet, disability etc.

To keep informed of relevant Legislation, funding, care and support models and changes affecting the service and service users.

Maintain the organisation's ethos of encouraging self – help and confidence building in all aspects of work with service users.

To be part of the "out-of-hours" rota.

III. Floating Support Project:

To receive the referrals to the scheme and provide support inline with the Scheme Service Aims.

To assess the appropriate level and nature of support required to meet the women's needs and draw up a plan to provide for this support and to ensure regular review of the support plan.

To ensure effective regular contact with the women in the scheme.

To enable the women's practical and budgeting skills, involving liaison with DSS, schools, GP's, Housing Agencies, Social Services.

To give women information and assistance to make choices about the development of their social network and their integration in the local community and to liaise with voluntary and statutory agencies where appropriate.

To develop links with agencies in relation to the women's support needs.

To provide support to women in their own homes who require a floating support service to enable them to maintain their tenancy and assist them with their integration within the community.

To provide resettlement support when moving into new property and afterwards to maintain the tenancy.

To encourage women to use other housing services (internal and external) using counselling skills.

To advocate on behalf of the women.

To support women during life skills training to include the maintenance of the dwelling such as cleanliness, advice on food preparation and storage etc.

To provide additional practical support such as: budgeting, debt counselling, welfare, benefits advice, completing forms, language support, life skills, education and training and employment issues.

To provide emotional support and access specialist help on domestic violence, drug and alcohol problems, mental health issues, child protection issues, empowering, parenting skills, building social networks, and basic counselling

To encourage and support women to use the tenant participation and consultation structures and to lead tenant participation in specialist areas.

To build and maintain working relationships with voluntary and statutory services for the benefit of the tenants, including seeking development opportunities.

To disseminate information to and work with other officers of the association to the benefit of all service users.

To undertake objectives in line with the organisation's Business Plan in cross-departmental groups.

To assist with DIY skills, including minor repairs.

To deal with neighbour disputes, advocating on women's behalf.

To assist in arranging for professionals to call including health visitors, statutory services etc.

Follow all procedures for referral and access to the Floating Support Scheme.

Attend regular liaison meetings with all relevant stakeholders.

Set up and maintain information, record keeping, and monitoring systems (e.g. Individual Support Plans, and feedback from users of the provision of the service by means of exit questionnaires/ interviews).

Record all relevant financial transactions and ensure safekeeping of petty cash, according to procedures.

Deal with correspondence, produce written reports when required.

Ensure all health and safety requirements are complied with.

To undertake any other duty as may be reasonably requested by Senior Staff from time to time.

IV. Outreach Project:

Work with women who are unable to access the Refuge, and/or meeting women in a safe and confidential environment.

Assess the appropriate level and nature of support to meet the needs of Black Minority Ethnic (BME) women and deliver this through a 'support plan' that is regularly reviewed.

Tailor support to the individual circumstances of the BME women.

Support BME women and increase their self-respect and confidence to challenge and report domestic abuse.

Enable BME women to maintain an independent life within their community.

Improve the quality of the lives of BME women and enable them to engage with statutory agencies, including the Police and Social Services.

Signpost BME women to appropriate specialist support or advice, particularly where they have little or no knowledge of what help is available.

Provide tapering support as the family begins to live independently.

Provide emotional and practical support for BME Women living in Social Housing. This support is attached to an individual and not to the property they occupy. Support lasts for as long as it is needed by the individual and ceases only when the tenant is able to live independently. This scheme aims to provide holistic advice.

Work within a 'community development framework', in which support workers are sensitive to the neighbourhoods and areas in which they are working.

Prevent homeless through domestic abuse by providing support for women who leave temporary accommodation, transfer tenancies, are confronted with neighbourhood disputes, require housing benefit and must address repair issues.

Provide additional practical support such as: budgeting, debt counselling, welfare, benefits advice, completing forms, language support, life skills, education and training and employment issues.

Provide emotional support and specialist help on domestic violence, drug and alcohol problems, mental health issues, child protection issues, empowering, parenting skills, building social networks, and basic counselling.

NETWORKING & LIAISON

To network with the aim of enhancing the development of good practice for all workers and service users.

ADMINISTRATION

To cover the advice office as per Rota and arrange and participate in surgeries.

To liaise with Director South East Wales over the recruitment and training of volunteers working in the Refuge.

To maintain and deal with correspondence as and when necessary.

To ensure that accurate records are kept.

To assist the Director South East Wales in the collation of statistical information relevant to the project.

To keep receipts and maintain financial records, in consultation with the Finance department.

To assist in the purchase and collection of furniture, equipment, materials and supplies when requested.

To report back in writing on meetings when required.

To be responsible for written reports when required.

MEETINGS

To attend meetings with other staff as required.

To attend regular supervision sessions with Line Manager.

To attend when required Board Meetings or sub-committee meetings.

GENERAL DUTIES

To maintain confidentiality in all matter relating to the organisation.

To participate in the on-call rota and attend emergency situations, which may include evening and weekend work.

To develop skills in all other areas of relevance to Bawso's operation in order to allow for sharing and inter-changing of staff roles. Agree and provide reasonable cover for the team during periods of absence.

To attend appropriate training when required.

To perform other relevant minor or non recurring duties that may be needed from time to time.

To work at all times as part of a team and to liaise closely with the Manager in carrying out the above duties.

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.

EQUAL OPPORTUNITIES POLICY

To be responsible for carrying out, implementing and the monitoring of Bawso's Equal Opportunity Policy.

CONFIDENTIALITY – CLAUSE

All staff have a duty of confidentiality to Bawso, which exist in Common Law.

Bawso has a duty to maintain strict confidentiality in relation to information and the whereabouts of its users, and keep safe and secure all information given to its staff in the course of their duties.

This applies not only during the course of employment but also after termination of employment. This confidentiality clause covers such matters as knowledge of Bawso business, information on our users, business contacts and policies & procedures. Staff may not disclose or use for another Organisation or individual benefit any confidential information that she has or continues to require. All papers and records are the property of Bawso and must not be removed from the premises. All staff must sign Bawso confidentiality clause. Any breach of this clause will result in summary dismissal, and may result in a claim from Bawso for any damage or loss, which Bawso may suffer.

FLEXIBILITY CLAUSE

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade.

NB:

- **The job description for this post will be reviewed annually.**
- **Priorities may vary from time to time as the project's service delivery changes**
- **The post is subject to available funding.**

This job description is indicative of the range of current duties and responsibilities for the post, it is not comprehensive. It is inevitable that the duties will change to reflect organisational change and it is essential therefore that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

Rehabilitation of Offenders Act 1974

The post for which you have applied is exempt from the rehabilitation of Offenders Act 1974 by virtue of the rehabilitation of Offenders Act 1975.