

JERSEY WOMEN'S REFUGE

JOB DESCRIPTION

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| Post | Support Worker |
| Hours of work | 30 hours per week at hourly rate, plus 1 night duty per week* |
| Salary | Hourly rate between £14.30 and £15.81 Plus an additional amount for night duties |
| Contract | 6 months contract |
| Accountable to | Jersey Women's Refuge Line Manager |

**Night duty: starting at 7.30pm, the usual hourly rate is paid until midnight when the member of staff on duty is then night able to sleep in the staff bedroom, whilst remaining 'on call' for emergencies until 8.00am.*

The Jersey Women's Refuge offers safe accommodation for women and their children suffering physical and emotional abuse. Clients do not need residential qualifications to receive help or to stay at the Refuge; they are given the opportunity to talk confidentially about their situation and offered advice and guidance appropriate to their needs by qualified staff.

Each year in Jersey there are over 1,000 domestic incidents reported to the police, most of which women are the victims of. Countless other women suffer serious physical abuse – as well as verbal or emotional abuse – and do not report it. The needs of victims of domestic abuse span several service systems and may require the intervention of the criminal and civil justice systems, health and social services, child care, private sector and/or community agencies.

Support Workers cover 5 shift patterns rotated on a 6 monthly basis and which may be subject to change. An example of a typical shift rota for this position is as follows:

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| Monday | Day off |
| Tuesday | 10.00am – 5.30pm |
| Wednesday (night duty) | Night Duty 7.30pm – 8.00am |
| Thursday | 8.00am – 2.00pm |
| Friday | 1.00pm – 8.00pm |
| 6 hrs on Saturdays or Sundays, e.g. | 8.00am-2.00pm or 2.00pm-8.00pm on a Rota basis. |

1 in 5 weekends off

A certain amount of flexibility will be required to cover unexpected circumstances that may arise, through absenteeism/holidays.

PURPOSE OF THE JOB

To support female victims of domestic abuse by offering advice, guidance and counselling to clients who may be either staying at the Refuge, be previous residents, be seeking advice by telephone or being assisted on a non-residential basis.

To promote and facilitate the development of the Refuge Service initiatives, evaluating outcomes.

To ensure that all support systems are in place and working in the best interest of victims of domestic abuse

To ensure that all clients are aware of the services available to them and how best to access such services.

PRINCIPAL ACCOUNTABILITIES

1. Clients of the organisation

- To give practical advice, support and counselling to women experiencing domestic abuse, including on-going support or advice to non-residents
- To assist clients with obtaining relevant information
- To liaise with other agencies to meet the needs of clients.
- To accompany residential clients to other agencies when required and when there is sufficient rota coverage
- To attend and contribute to staff meetings ensuring relevant information is communicated to other members of staff
- To facilitate delivery of Refuge support programmes for clients and their children
- To facilitate client house meetings
- To perform practical tasks when required.
- To promote personal wellbeing and domestic hygiene.

2. Facilities and Premises

- To make decisions to ensure smooth and safe operation of the Refuge and the welfare of clients.
- To perform practical tasks as and when required
- To raise awareness of house rules, fire safety and security
- To order and replenish supplies
- To report or rectify faulty equipment or damage
- To test and record fire alarms and security.

3. Administration

- To maintain accurate and up to date client records
- To maintain ongoing records of Refuge activities through the use of the day book
- To compile and produce reports including statistics, letters and information packs
- To respond to correspondence, including email, concerning clients
- Under delegation from the **Line Manager**, to assist in the sourcing of adequate staff and volunteer rota cover.

4. Human Resources

- To participate in the mentoring and induction of new volunteers
- To give ongoing support to volunteers and other staff members which on occasion may include Outreach work.

5. Finance

- To collect and record rental income from residents
- To appropriately use and record petty cash transactions.

6. Public Awareness and Publications

- To provide and maintain relevant and current information materials to meet both client needs and those members of the public who are interested in our work.

KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE

The successful applicant should have some knowledge, awareness and understanding of:

- issues relating to domestic abuse
- the diverse needs of women
- entitlements such as Income Support, Legal, Social Security and Housing as they concern women escaping domestic abuse
- professional boundaries and willingness to comply with such
- the importance of prioritising and managing difficult issues
- the importance of confidentiality
- IT skills
- Child Protection issues and willingness to undertake any necessary training
- First Aid competence and willingness to undertake any necessary refresher course/s

A good standard of general education (to a minimum of 'O' level/GCSE standard) with a high standard of written English is required.

KEY COMPETENCIES

As 'people skills' are extremely important in our work, the successful applicant will also have:

- basic counselling and listening skills
- a mature non-judgemental approach
- excellent interpersonal and communication skills
- an ability to work as part of a small team
- an ability to remain calm and confident whilst dealing with nervous and anxious clients and sometimes very difficult situations
- empathy and understanding concerning our clients.

ADDITIONAL INFORMATION

The successful applicant will have been resident in the island for a minimum of 5 years and will be required to undergo a States of Jersey DBS Police check.

The post holder will need to be aware of Jersey Women's Refuge Confidentiality Policy – which she will be required to sign.

The post-holder's work may vary from day to day, according to circumstances, therefore the principal accountabilities only form an outline guide to the working routine and JWR may require her to undertake other duties from time to time (in keeping with the job role).