



Post:	Refuge Support Worker (West Yorkshire) <i>Black, Asian, Minority Ethnic and Refugee (BAMER) Communities affected by domestic abuse and violence.</i>
Hours of Work:	37.5 hours per week (Monday- Friday)
Salary:	£22,385.00 to £25,687.30
Responsible To:	Refuge Lead
Location:	West Yorkshire with regular travel across Ashiana areas of operation as client needs require and occasional national travel

Job Purpose:

- To develop and deliver a range of high-quality group and one to one support services, using community language(s) as appropriate to support BAMER women whose lives have been affected by violence and abuse
- To plan and implement development programmes to address violence and abuse issues, with professionals, agencies and practising communities across identified Ashiana geographical areas of operation

Main Duties and Responsibilities:

Support

- To provide a proactive support service to women whose lives have been affected by violence and abuse in the past, presently and those at risk.
- To respond to the need of BAMER women who lack access to opportunity and are living in abusive relationships at the point at which they reach crisis.
- To establish and promote an effective working relationship with partner agencies, both statutory and voluntary.
- To lead in the identification and development of ways to remove barriers and enable access to therapeutic support for women from BAMER communities whose lives have been affected by violence and abuse
- To raise awareness and promote change in communities around honour-based violence, forced marriage, domestic abuse, female genital mutilation and sexual exploitation throughout the BAMER community and to reach women in need of this support.

- To undertake risk assessments and complete safety planning, delivering services in line with assessments and plans
- To assess suitability of women referred to the project using agreed risk assessment and other tools
- Provide information and options on relevant issues including health, housing, counselling, welfare benefits, training, employment and child protection.
- To participate in the MARAC framework; refer clients to, attend and participate in meetings; follow up on actions agreed at MARAC
- To keep abreast of issues regarding area of expertise on a national and local level with particular reference to those that may affect the work of the project
- To support clients through the criminal justice system, explaining the procedures and their role and rights within that system
- To increase women's understanding of the effects of domestic abuse on their children.
- To initiate child / adult safeguarding procedures when necessary.
- To manage a case load and maintain appropriate confidential client records in line with guidance.
- To identify and challenge practice that increases risks to victims' safety.

Finance, Reporting and Monitoring

- To maintain records, statistics and qualitative information in accordance with the requirements of the Big Lottery, and Ashiana's Management Board.
- To contribute to the development of policies and procedures and to take responsibility for the development of good practice in relation to the post holder's designated area of expertise

Other Requirements

- To take part in any training relevant as determined by your line manager via supervision
- To work in accordance with Ashiana's Diversity Policy.
- To work in accordance with Ashiana's Health and Safety policy and associated procedures.
- Undertake any additional tasks as reasonably required as determined by your line manager
- To work within and promote the values and policies and procedures implemented by Ashiana and be involved in the development and review of policies and procedures as determined by the CEO and Trustees
- To undertake any duties and responsibilities as determined by Ashiana that may require working unsociable hours for example evenings and weekends

Person Specification – Project Officer

Women from BAMER communities affected by violence and abuse

Attributes	Essential Criteria	Desirable Criteria	How Identified
Qualifications	Level 3 + in relevant field (i.e. Social Work, Community Development, Family, Youth and Community) Proven relevant experience in similar role		
Relevant Experience	<ul style="list-style-type: none"> • Experience of supporting people to access services. • Ability to speak a community language • Experience of using a wide range of IT packages, e.g. word processing, spreadsheets, e-mail and databases. • Experience of performance management and data recording • Experience of working directly with survivors of domestic abuse, providing practical and emotional support • Experience of working with people in danger/distress 	<ul style="list-style-type: none"> • Of developing and delivering group and/or training sessions 	Application Interview

<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> • Understanding of domestic abuse and its effects on BAMER women and children • An understanding of the BAMER communities and factors affecting the lives of BAMER women and children. • Understanding of the range of support and services required by victims of abuse / trafficking • Understanding of the relevant legislation relating to domestic violence, including Child Protection Procedures and legislation relating to Domestic Abuse. • Good working knowledge of the principals of confidentiality and to be able to apply them to complex practical situations 		<p>Application Interview</p>
	<ul style="list-style-type: none"> • Knowledge, commitment and understanding of partnership working • Ability to communicate clearly – written, verbal and face to face. • Ability to liaise, both within the organisation and externally, at all appropriate levels. • Ability to work under pressure and meet tight deadlines. • Ability to work under own initiative and particularly use own initiative to resolve issues. • Ability to produce written reports to a high standard. 		

	<ul style="list-style-type: none"> • Ability to work closely with people that have been affected by domestic abuse, in a way that respects their individual circumstances. • Ability to manage own caseload, carry out risk assessments and prioritise work. • Ability to collect data about enquiries and activities and maintain accurate attendance and monitoring records and to prepare regular written reports for the Board of Trustees and National Lotteries Big Lotteries Fund. • Ability to maintain profession boundaries • Ability to forge good working relationships within the staff team 		
<p>Additional Factors</p>		<p>Ability to work flexibly as hours likely to vary</p>	<p>Application Interview</p>