

Job Description

Refuge Worker

Clare Haven Services

Job Title:	Refuge Worker
Accountable to:	Client Support Co-Ordinator

EMPLOYER

Clare Haven Services is a voluntary organization set up to provide support, information and refuge accommodation to women and their children experiencing domestic abuse.

PURPOSE OF THE JOB

The role of the refuge team is to provide 24 hour refuge support to women and children who experience domestic abuse. You will work as part of a team, providing a welcoming safe environment for women and their children who are using the service. The purpose of relief role is to provide cover for refuge workers as required which will include been available to work a variety of shifts to cover evenings, overnight and weekend work.

Specific Duties

Using an empowering and women centered approach to:

1. Promote the self-help ethos of the refuge by creating an environment that encourages women to support each other and allows learning through sharing experiences.
2. Provide effective refuge support for resident women and their children.
3. Help promote a caring and positive environment in the refuge for women and children who live there.
4. Carry out assessments on all requests for refuge
5. Welcome and admit women and children to the refuge and provide them with the practical supports as required and make sure they are familiar with the working of the refuge and the relevant policies and procedures.
6. Complete intake and discharge forms with residents.
7. Complete case notes and all relevant material.
8. Respond to help line calls and requests for information
9. Observe and enforce a policy of strict confidentiality (with the exception of the limitations) in relation to all aspects of the service.
10. Work in conjunction with other refuge staff and client support team to ensure continuity of client care utilizing good communication in hand-overs of information.

Administrative and Other Responsibilities:

1. Maintain appropriate records while on duty including the daily log, intake and helpline forms and contact sheets and ensure that information in relation to situations requiring follow on actions is outlined in the handover before going off duty.
2. Collate statistical data as required in relation to service users in accordance with agreed procedures as required by the service. This includes data required for the database system.

3. Keep up to date with I.T developments to reflect changing needs in the work environment.
4. Ensure that admission files and other relevant files are maintained in a manner that makes the information accessible as and when required while also adhering to data protection requirements.
5. Maintain files, records and other statistical information as appropriate to the needs of the service and ensure that all records are kept up-to-date;

Working as part of the Refuge Team

1. Develop and contribute to good working relationships both within the refuge team and with the greater staff team with an emphasis on open communication between and within teams.
2. Participate in the mentoring and induction of new employees to the organisation.
3. Report to and inform your line manager of any work related issues and difficulties.
4. Prepare for and participate in regular work supervision which will be provided on a one-to-one basis to each employee by your line manager.
5. Participate in on-going mandatory training and upskilling team development within the organization.
6. Attend team meetings, staff meetings and other staff development activities as part of your work.

Health and Safety:

1. Ensure best practice in relation to standards of health, hygiene and safety are maintained at all times.
2. Follow safety arrangements in relation to facilitating access to and maintaining the security of the refuge.
3. Maintain rooms in a suitable condition for new residents – This includes housekeeping, manual handling and cleaning.
4. Advise and support residents with any Health and Safety issues at room check or at a time appropriate.
5. Carry out health and safety checks and report any health or safety hazards to the line manager.
6. Carry out agreed fire evacuation drills with residents on a weekly basis.

Policies and Procedures and Practice Guidelines

1. Ensure policies and procedures are adhered to at all times.
2. Ensure best practice in relation to standards of health, hygiene and safety, record keeping and handover are maintained at all times.
3. Promote the policies, procedures and ethos of Clare Haven Services working with residents and staff.
4. Adhere to Clare Haven Services and Tusla policies on child protection.

The above principal duties are a guide to the general range of duties and are neither definitive nor restrictive and will be subject to periodic review. These duties may change with emerging needs of the service, staff are expected to have a high level of flexibility, and a willingness and an ability to develop new approaches to their work.

Signature _____