

Job Description

Role Title	Refuge Worker
Team	Refuge
Reports to (role title)	Refuge Manager
Location	West Cornwall
Hours of work	25 hours per week
Salary	£16,637 - £18,468 per annum
Approving Manager	Refuge Manager

Role Purpose:

This is an opportunity to join West Cornwall Women's Aid (WCWAid) as a Refuge Worker, providing personal welfare support to women who have experienced domestic abuse and/or sexual violence, in a trauma-informed environment in accordance with WCWAid's philosophical principles.

Accountabilities:

Service Delivery and Direct Support

- Provide high quality support and safety planning to women in crisis, including use of DASH risk assessment
- Deliver support through a trauma-informed, person-centred lens
- Work collaboratively with women to identify their support needs and set achievable goals by developing a personalised support plan with actionable tasks.
- Act as keyworker, liaising with other agencies and organisations to advocate, safeguard and promote service users interests.
- Support women through their Domestic Abuse housing pathway to support them in securing appropriate accommodation
- Support women to complete applications to obtain appropriate grants and funding
- Provide emotional support and advocacy to women going through civil and criminal proceedings, ensuring women feel informed and empowered throughout the legal process
- Signpost women to available protective legal measures, such as Claire's Law and non-molestation orders

Inter-Team Working and Collaboration

- Coordinate with Children and Young People's Workers to provide a whole family supportive response
- Coordinate with Resettlement Workers to complete exit plans for women due to leave Refuge, to ensure a smooth transition into the Resettlement service

- Coordinate with other services within WCWAid to deliver holistic support

Risk Management & Safeguarding

- Conduct risk assessments and develop safety plans when women arrive at refuge, continuously promoting their safety through dynamic risk assessments throughout their time at refuge
- Adhere to WCWAid safeguarding procedures by recognising and responding to safeguarding concerns, engaging in transparent discussions with women wherever possible, and ensuring they understand our safeguarding responsibilities and how their information may be used to keep them safe

Monitoring, Evaluation and Service Improvement

- Gather feedback from women throughout their support journey on their experience with WCWAid and the impact of the support received, ensuring this information is communicated to the line manager for service development.
- Administer outcome measurement tools with clients at regular intervals to assess progress, track changes, and ensure support remains responsive to their evolving needs.
- Champion co-production, by ensuring that the views and experiences of women and are sought actively, recorded carefully, and inform the development of the service

Professional Development and Compliance

- Participate in training as directed by the line manager to maintain best practice standards and support ongoing professional development.
- Read, understand, and adhere to WCWAid policies, staying up to date with any changes as instructed by the line manager and ensuring all work is carried out in line with these policies.
- Practice diversity, equity, and inclusion by delivering support that considers women's intersecting characteristics and lived experiences, ensuring an anti-discriminatory and culturally competent approach.
- Attend and actively engage in managerial and clinical supervision sessions as directed by the line manager to ensure best practice, receive guidance, and prioritise personal well-being.
- Attend and actively engage in team meetings, training and events.

Person Specification

Knowledge, skills and experience	Essential /desirable	Assessment Method
Knowledge and understanding of the causes and impact of domestic abuse and sexual violence, including societal factors, gained through live experience, professional practice, or social awareness	Essential	CV/Application form Interview
A standard of literacy and numeracy sufficient to carry out the duties of the post.	Essential	CV/Application form
Experience of assessing and managing risk	Essential	CV/Application form Interview
Experience of working with women who have experienced abuse, or of working with other vulnerable people in challenging circumstances, providing direct emotional, practical and welfare support	Essential	CV/Application form Interview
Knowledge of challenges service users may experience alongside their trauma, such as PTSD, neurodivergence, disordered eating and unhealthy coping mechanisms	Essential	CV/Application form Interview
Knowledge and experience of safeguarding	Essential	CV/Application form Interview
Knowledge and experience of principles of confidentiality	Essential	CV/Application form Interview
Knowledge and understanding of trauma informed practice	Desirable	CV/Application form Interview
Knowledge of the welfare benefits legislation that apply to women fleeing domestic abuse	Desirable	CV/Application form Interview
Knowledge of statutory, regulatory and legal framework of housing legislation and housing options, particularly applicable to the housing provision for women who have experienced domestic abuse	Desirable	CV/Application form Interview
Knowledge and understanding of co-production	Desirable	CV/Application form Interview

Behaviours/values	Essential/ desirable	Assessment Method
Ability to build and maintain supportive relationships with service users, who may have complex needs, showing compassion and empathy	Essential	Interview
Ability to maintain personal and professional boundaries with service users	Essential	Interview
Ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity	Essential	Interview
Ability to encourage and support autonomy in service users, fostering independence and self-confidence while providing non-judgemental, non-directive and confidential support to women to take control of their lives and set realistic objectives and goals	Essential	Interview
Ability to infer a service user's needs through active listening and asking thoughtful questions, while creating a safe and supportive environment where individuals feel heard and understood, enabling the identification of underlying concerns and the provision of appropriate support and guidance	Essential	Interview
Ability to create and maintain a safe, non-judgmental space where service users feel supported in processing their trauma at their own pace, allowing individuals to express their experiences without pressure to find immediate solutions	Essential	Interview
Ability to recognise that service users may present differently from day to day and may mask their true feelings or experiences, requiring a sensitive and adaptable approach to understanding their needs.	Essential	Interview
Ability to adapt communication style to meet the needs of the service user	Essential	Interview
Ability to be calm and resilient whilst under pressure	Essential	Interview
Ability to use email, Microsoft Office and other relevant IT systems	Essential	CV/Application form
Ability to work as part of a team or alone, within a line management structure	Essential	Interview
Commitment to promoting and advocating for women's right to full social, economic and political equality	Essential	Interview
Commitment to safeguarding	Essential	Interview
Commitment to the principles of confidentiality	Essential	Interview

Other requirements	Essential/ desirable	Assessment Method
Flexibility to occasionally work outside core hours	Essential	Interview
Enhanced DBS check	Essential	Pre-employment
2 Satisfactory references	Essential	Pre-employment
Right to work in the UK	Essential	Pre-employment

WCWAid is committed to equality, diversity and inclusion and welcomes applications from all sections of the community. However, this post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

This post is delivered by WCWAid and commissioned by Cornwall Council. This post is subject to continuation funding.