

Job Description

Role Title	Children, Young People and Family Worker
Reports to (role title)	Refuge Manager
Hours	30 hours per week, Monday – Thursday 9:30am - 5pm
Salary	£20,982 - £22,620 per annum (FTE £25,878 – £27,898)

Role Purpose:

To provide specialist, trauma-informed support to children, young people and their families residing within the refuge and being supported by our Resettlement service, following experiences of domestic abuse. The role exists to promote the safety, wellbeing, resilience and recovery of children and families, ensuring that children have opportunities to play, develop and thrive in a safe environment. The postholder will deliver direct support to children and young people, empower mothers in their parenting role, and coordinate activities and interventions that help families rebuild their lives free from abuse.

Accountabilities:

Children and Young People's Support

- Provide one-to-one emotional and practical support to children and young people, to improve their wellbeing, resilience and recovery from the impact of domestic abuse.
- Assess the individual needs and risks of children and young people, to ensure support plans are tailored, safe and effective.
- Support children to understand and process their experiences through age-appropriate interventions, to promote healthy emotional development and recovery.
- Deliver healthy relationship, emotional wellbeing and personal safety interventions, to help children and young people build confidence, resilience and positive relationship skills.
- Provide safe, engaging play opportunities, to support children's emotional wellbeing, development and participation in refuge life.
- Monitor children's wellbeing through regular contact and play-based observation, to identify emerging needs and ensure appropriate support is provided.

Parenting and Family Support

- Support mothers to strengthen their parenting skills and confidence, to improve family relationships and positive outcomes for children.
- Enable mothers to understand the impact of domestic abuse on children, to support recovery and the development of healthy family dynamics.
- Facilitate family-focused interventions and activities, to strengthen attachments and promote positive parent-child relationships.
- Facilitate access to support for mothers by providing childcare and age-appropriate activities during keywork sessions, group work and professional

meetings, to ensure women can engage meaningfully with services that support their recovery and independence.

Activities and Trips

- Plan and deliver a range of activities for children and young people, to support recovery, wellbeing and positive development.
- Organise and deliver holiday activities, trips and community-based experiences, to provide positive opportunities for learning, socialisation and enjoyment.
- Promote participation in creative, physical and wellbeing-focused activities, to enhance emotional health and self-esteem.
- Coordinate resources, venues and external providers, to ensure activities are safe, accessible and responsive to the needs of families.
- Evaluate activity outcomes and participant feedback, to inform continuous improvement of services.

Safeguarding and Risk Management

- Maintain responsibility for safeguarding children and vulnerable adults, to ensure all concerns are identified and acted upon promptly.
- Follow organisational safeguarding, domestic abuse and child protection procedures, to protect the welfare of children and families.
- Record and report safeguarding concerns accurately, to ensure appropriate action and accountability.

Partnership Working

- Liaise with schools, health professionals, social care and partner agencies, to ensure coordinated support for children and families.
- Advocate on behalf of children and mothers where appropriate, to improve access to services and opportunities.
- Contribute to multi-agency meetings and reviews, to support positive outcomes for families.

Case Management and Administration

- Maintain accurate and timely records, support plans and case notes, to ensure compliance with organisational and legal requirements.
- Monitor progress against agreed outcomes, to demonstrate impact and inform future support.
- Prepare reports and statistical information, to support service delivery, monitoring and funding requirements.

Professional Development & 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
- 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
Relevant qualification in childcare, youth work, family support, social care or a related field	Essential	Application form
Experience of working with children and young people	Essential	Application form
Experience of supporting vulnerable families	Desirable	Application form
Ability to build positive relationships with children and young people	Essential	Interview
Understanding of the impact of domestic abuse on women, children and families	Essential	Interview
Knowledge of safeguarding and child protection procedures	Essential	Interview
Ability to support parents in a non-judgemental and empowering manner	Essential	Interview
Experience within domestic abuse, safeguarding or refuge services	Desirable	Application form and interview
Experience of planning and delivering groups, trips and activities	Desirable	Application form and interview
Knowledge of trauma-informed practice	Essential	Interview
A standard of literacy and numeracy sufficient to carry out the duties of the post	Essential	Application form

Behaviours/values	Essential/ desirable	Assessment Method
Commitment to safeguarding and promoting the welfare of children	Essential	Interview
Empathy, compassion and respect for service users	Essential	Interview
Ability to maintain professional boundaries	Essential	Interview
Commitment to equality, diversity and inclusion	Essential	Interview
Adaptability and flexibility in responding to changing needs	Essential	Interview
Ability to work collaboratively with colleagues and partner agencies	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