



JOB DESCRIPTION

Job Title:	Community Refuges Support Assistant
Hours:	28 hours per week
Salary:	£22,932.00 pro-rata (£18,345.60)
Responsible To:	Women's Support Service Operational Manager
Contract:	Permanent contract (subject to funding)
Holiday Entitlement:	26 days annual leave plus 10 public holidays pro-rata

This role is subject to Adult and Child PVG scheme membership.

Edinburgh Women's Aid (EWA) will fund access to an SVQ Social Services and Healthcare qualification at SCQF level 6

Job Purpose

To provide safe and secure refuge accommodation for women and children who are at risk of domestic abuse.

Main duties

- Ensure the shared refuge accommodation is available, prepared, and ready for occupation.
- Organise transport from the Drop-In at EWA office to refuge.
- Meet with the family at the refuge to welcome them in and provide information on the local community.
- Familiarise women and children with the refuge environment, regulations, expectations and safety procedures.
- Provide an induction to new residents on the heating system, security of the premises and electrical equipment etc.
- Ensure current residents are aware of new placements and introduce them to each other.
- Ensure the refuge building and gardens are maintained to a high standard and remain in good repair and decoration.

- Provide support and assistance to the EWA' Duty/Crisis Assessment team to enable the best possible service to be provided to service users accessing accommodation.
- Carry out weekly checks of refuges for Health & Safety purposes and ensure that they are properly maintained by service users.
- Report repairs to landlords, pass any difficulties to the Duty/Crisis Assessment team.
- Ensure all EWA properties are secure and have responsibility for allocating security keys.
- Organise repairs and maintenance tasks including painting and decorating.
- Ensure that immediately prior to a family vacating the accommodation the inventory is checked.
- Assist the family with their belongings to move out of refuge where appropriate.
- Assist with the maintenance of storerooms and goods therein. Ensure all necessary paperwork for the receipt/and/or issue of resources is completed.
- Provide general admin support to the Duty/Crisis Assessment team including photocopying, maintaining a ready supply of forms such as housing benefit, etc.
- Ensure all resources are replenished and accessible.
- Assist in the update of Welcome Packs for Refuge properties.
- Attend and participate at team meetings and training.
- Participate in regular support and supervision.
- In co-operation with the Senior, develop a personal skills and training development plan.
- There may be a requirement to work outwith normal working hours on occasions.

Essential requirements
<ul style="list-style-type: none"> • An understanding of domestic abuse and the effects of abuse on women and children. • To understand and work from the ethos of the feminist analysis of abuse. • Ability to listen to women in a non-judgemental way. • Good written and verbal communication skills. • Ability to work on own initiative and manage your caseload in a busy environment. • Keep appropriate records. • Computer literate. • Ability to work as part of a team. • A full driving licence.
Desirable requirements
<ul style="list-style-type: none"> • Experience of working with domestic abuse issues. • Experience of working in the voluntary sector.

Edinburgh Women's Aid is an equal opportunities employer and welcomes applications from all sections of the community. Women only need apply under Schedule 9 (Part 1) of the Equality Act 2010