

# LIDAS

## JOB DESCRIPTION

<b>Job title</b>	<b>Relief Refuge Worker</b>
<b>Based at</b>	Lincoln Refuge
<b>Accountable to</b>	Manager & Project Managers
<b>Hours</b>	As and when required.
<b>Salary</b>	£8.17 per hour
<b>Annual leave</b>	N/A

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### JOB PURPOSE

*To provide support to victims of domestic abuse who contact Lincoln Integrated Domestic Abuse Services. (LIDAS) This maybe in refuge (this is a women only service and only female relief workers would work in refuge (advertised under Sex Discrimination Act 1975 Section 7(2)) in outreach and provide support on our 24 hour helpline*

*To provide telephone-based information, emotional support and help to victims experiencing domestic abuse*

*To foster relationships with partner agencies to enhance and develop both residential and community based services delivered by LIDAS*

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### Specific Responsibilities - Operational

1. To provide support a number of women who have come to live in the refuge (Women only).
2. To work closely with external agencies to meet victims' support needs where there needs are specialist e.g. substance misuse, language support etc.
3. To work closely with the Children's Support Workers where children are involved, to identify any specific support needs that the victim may have in relation to parenting or child contact for example.
4. To sign-post victims to specialist solicitors to enable them to use the criminal and civil law to protect themselves and any children.
5. To ensure important matters are communicated in writing in the shift hand-over reports.
6. To enable victim to claim welfare benefits to maximise their income, including housing benefit.
7. To ensure that physical standards are maintained in the house by operating the maintenance system and by reporting the need for any renewals or furniture replacements to the Manager.
8. To maintain confidential records and monitoring systems.
9. To work flexibly within agreed working patterns.
10. To work within LIDAS policies and procedures at all times, paying particular attention to confidentiality and health and safety.
11. To embrace anti-discriminatory practice in all aspects of this role.

12. To work at all times in a non-judgemental and empowering way with victims who live in our refuge or engage in our services
13. To undertake any training provided by LIDAS.
14. To undertake tasks and activities associated with gathering data and monitoring performance and quality.
15. To carry out any other duties that are reasonably required by LIDAS
16. To be part of operating a 24 hour helpline for victims of domestic abuse including weekend and night working.

### **General responsibilities**

- 1 To promote the aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation.
- 2 To participate fully in the running of LIDAS projects in conjunction with co-workers, volunteers, management and service users.
- 3 To comply with relevant legislation and LIDAS's policies, practices and codes of conduct and to act within these requirements at all times, also ensuring that you work within a framework of safeguarding, equal opportunities and anti-discriminatory practice.
- 4 To ensure the security and confidentiality of LIDAS projects
- 5 To support co-workers and volunteers and to attend and make best use of team meetings and regular supervision.
- 6 To attend relevant training and work towards qualifications as appropriate.
- 7 To maintain whatever records are deemed necessary by the organisation.
- 8 To undertake any other reasonable duties as required by the Manager or Project Managers.

## **PERSON SPECIFICATION**

### **Essential experience & skills:**

- An understanding of the impact of domestic abuse.
- An understanding of the responsibility of statutory agencies towards victims experiencing domestic abuse.
- Proven ability to participate in and work effectively as part of a team, both single and multi agency.
- Ability to form good relationships whilst working within professional boundaries.
- Ability to communicate effectively.
- Understanding of and commitment to upholding confidentiality.
- Advocacy skills.
- An understanding of diversity issues and how to put these in practice.
- Willing to work flexible hours.
- Commitment to LIDAS aims and objectives.
- Be able to demonstrate good organisational skills.
- Be able to demonstrate good practical IT skills.

### **Desirable experience & skills:**

- Experience of working with vulnerable families.
- Experience of dealing with conflict and crisis.
- A working knowledge of housing management issues within supported housing.
- An understanding of the benefits system, housing rights and legal rights relating to domestic abuse.
- A basic understanding of mental health and substance misuse issues.