



39 Blossom Street  
York  
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info@idas.org.uk  
idas.org.uk

Dear applicant,

Thank you for your interest in working with IDAS.

Please find enclosed:

- Guidance notes – **please read these carefully**
- Job description
- Person specification
- Application form - attached separately
- Link to our Diversity and Equalities Monitoring questionnaire: [here](#)

If you require any additional information about the position, please email [info@idas.org.uk](mailto:info@idas.org.uk)

All completed applications should also be emailed to [hbrandpayroll@idas.org.uk](mailto:hbrandpayroll@idas.org.uk) or posted to 39, Blossom street, York YO24 1AQ. Email applications are preferred.

All applicants should also complete our Diversity and Equalities Monitoring questionnaire via the following link [here](#) This information helps us understand whether our recruitment process has reached a wide audience and it will be held completely confidential.

The closing date for this post is noon on Friday 7<sup>th</sup> May 2021 Interviews are expected to be conducted week commencing 24<sup>th</sup> May 2021

Unfortunately, we are unable to provide feedback on applications.

Best Wishes,

Chris Davies  
Head of client services, Independent Domestic Abuse Services



Safe lives, free from abuse and violence

## **GUIDANCE NOTES: Independent Domestic Abuse Services**

- Please read the job description and person specification before completing the form.
- Please type or use black ink when completing the form.
- Complete the application form as fully as possible, referring to the job description and person specification. We only short-list people for interview who meet every essential requirement on the person specification.
- Include information about your relevant experience, this can be experience gained through voluntary work, interests or hobbies as well as through paid employment.
- Include details of why you want to work for IDAS as well as information about your experience.
- Please return the application form via email to: [hbrandpayroll@idas.org.uk](mailto:hbrandpayroll@idas.org.uk).
- Please complete the Diversity and Equalities Monitoring Questionnaire using the link provided.
- All your personal information is held in accordance with IDAS Data Protection and Confidentiality Policies and will not be shared with anyone other than for the purpose of this recruitment process.

## Independent Domestic Abuse Services (IDAS)

### Job Description

<b>JOB TITLE:</b>	Senior Refuge Support Worker
<b>LOCATION:</b>	York Refuge
<b>HOURS:</b>	30 Hours
<b>SALARY:</b>	NJC Scale points 22 – 24 Starting £27,041 Full Time
<b>LEAVE:</b>	26 Days + Bank Holidays (pro-rate for part-time)
<b>RESPONSIBLE TO:</b>	Local Area Manager
<b>RESPONSIBLE FOR:</b>	Staff and volunteers

Flexible working patterns will be required to meet the needs of the project and will include evening and weekend work. Staff may be required to work in various locations. Annual leave and time off in lieu to be taken with the prior agreement of your line manager.

**This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.**

### OVERALL OBJECTIVES

To ensure that women and children who are living in the refuge are provided with high quality support and services in accordance with best practice.

To ensure that the services are delivered in line with IDAS policies and procedures promoting high standards in all areas of work.

### PARTICULAR TASKS OF THE POSTHOLDER

#### Staff and Volunteers

To provide day to day support, guidance and advice to staff and volunteers.

To maintain an awareness of staffing levels, monitor annual leave and organise staff rotas to ensure that the refuge is adequately staffed at all times.

To organise and facilitate regular team meetings.

To assist in the recruitment and induction of staff, volunteers and student placements.

To manage the performance of staff on a day to day basis, provide case management for clients living in refuge or dispersed accommodation and initiate the Capability or Disciplinary Procedure where required.

#### Supporting clients

To ensure that support to families living in the refuge and dispersed accommodation is provided in a consistent and timely fashion.



To ensure that women and children can access everything they need when they are admitted into the refuge.

To attend MARAC meetings, case conferences and other multi-agency meetings on behalf of clients and / or IDAS.

To ensure that all service users receive appropriate support that enables them to work towards taking control of their own lives and to rebuild self-esteem.

To develop a range of activities and groups for women and children.

To participate in the delivery of a helpline to victims of domestic abuse and sexual violence.

To ensure that children have access to high quality structured support and sessions.

To ensure that safeguarding concerns are monitored and reported in accordance with IDAS's Safeguarding procedures.

To involve and consult with clients in relation to refuge policies and processes.

To oversee the collection of rent and support clients with debt management

### **Physical Environment / Health and Safety**

To ensure that the refuge is a welcoming, safe and appropriate environment for residents, staff and volunteers.

To ensure that Health & Safety checks are completed in accordance with IDAS policies.

To report repairs to the appropriate person / agency and ensure that these are carried out.

To ensure that residents are aware of fire procedures and all other alarm systems.

To explain and enforce procedures relating to the smooth running of the refuge, including house rules, cleaning rotas and so on.

To ensure that all service users are aware of their rights in line with IDAS's procedures and policies.

To respond to breaches of the house rules and take an active role in managing the evictions procedure.

### **Internal and External Liaison and communication**

To communicate positively with all colleagues, providing support to the wider management team by promoting IDAS values and ethos across the organisation.

To attend and participate positively in relevant meetings, training, supervision and annual appraisals.

To liaise with and train external agencies to increase public awareness of the issues surrounding domestic abuse.

To promote the work of Independent Domestic Abuse Services (IDAS) modelling a high standard of professional behaviours.



To represent IDAS at appropriate meetings and forums.

To develop positive links with voluntary and statutory agencies.

To keep up-to-date with national and local government decisions pertinent to IDAS

To ensure that all service users are aware of their rights in line with IDAS's procedures and policies.

To respond to breaches of the house rules and take an active role in managing the warnings and evictions procedure.

To involve and consult with clients in relation to refuge policies and processes.

### **Administration**

To ensure that all relevant admissions forms, including claims for Housing Benefit are completed.

To maintain clear records relating to service users in line with IDAS's policies and procedures.

To operate the project in line with agreed budgets.

To provide information and reports to the Project Manager, funders and stakeholders are required.

### **Other**

To participate (on a rota basis) in the delivery of a 24-hour helpline.

To work on a flexible basis with some unsociable hours to meet the needs of the project.

To participate in fundraising activities.

To undertake all other reasonable tasks requested by the management team.

**Person Specification – Senior Support Worker – Refuge Services**

Qualities required	
<b>Interpersonal Skills</b>	<p><b>Working with people</b></p> <ul style="list-style-type: none"> <li>▪ Must have a proven track record of working with vulnerable people, preferably those affected by domestic abuse.</li> <li>▪ Must have a proven track record of partnership working and have the skills and ability to build and maintain positive relationships with partners and stakeholders</li> <li>▪ Must have the ability to deal with changing priorities and unique situations and respond effectively to these seeking to resolve issues promptly</li> <li>▪ Strong team leading capabilities and ability to liaise and co-ordinate effectively with peers in the area to achieve area objectives</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>▪ Must be able to communicate effectively (both orally and in writing) with clients, staff and stakeholders</li> <li>▪ Must show an ability to articulate views and ideas in a persuasive way</li> <li>▪ To be confident at presenting information in a variety of situations, including formal training and dealing with feedback and challenges</li> </ul> <p><b>Equality and Diversity</b></p> <ul style="list-style-type: none"> <li>▪ To demonstrate a commitment to the principles of equal opportunity and diversity.</li> </ul>
<b>Organisational abilities</b>	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>▪ To have a clear understanding of best practice in relation to the provision of refuge services..</li> <li>▪ Must be able to keep up to date with current thinking, developments and research and incorporate these into service provision.</li> <li>▪ Must be committed to ensuring the delivery of quality services taking account specific account of the needs of clients</li> <li>▪ Ability to set and respond to specific targets for service provision.</li> </ul> <p><b>Finance &amp; Administration</b></p> <ul style="list-style-type: none"> <li>▪ Should be able to demonstrate literacy skills</li> <li>▪ Should possess IT skills, including knowledge of Word, Outlook and Excel</li> <li>▪ Ability to operate within a quality assurance framework, ensuring objectives and targets are met on time and within budget.</li> </ul>



<b>Personal effectiveness</b>	<b>Approach to work</b> <ul style="list-style-type: none"> <li>▪ Must be a strong team player who possesses tact, diplomacy and negotiation skills, is resilient under pressure, and is able to prioritise workloads effectively.</li> <li>▪ Able to produce practical and creative solutions to issues and problems.</li> </ul> <b>Other</b> Must have a current driving licence
<b>Education / qualifications</b>	CAADA trained or equivalent
<b>Commitment to IDAS</b>	<b>Commitment to organisational goals</b> <ul style="list-style-type: none"> <li>▪ Should be able to demonstrate a strong commitment to the objectives and values of IDAS.</li> </ul> <b>Embracing change</b> <ul style="list-style-type: none"> <li>▪ Should be open to and supportive of change and new ways of working and able to gain buy-in and long term commitment from the team.</li> </ul>
<p>The post holder is expected to work within policies and procedures of IDAS and be committed to its ethos and values. This will include promoting and demonstrating the principles of equal opportunity including encouraging diversity and tackling discrimination.</p> <p><b>IDAS values</b></p> <p>We are: <b>Compassionate, determined, inclusive, courageous and respectful.</b></p>	