Role Profile

About SafeNet

For more than 45 years SafeNet has been delivering domestic abuse support services in the North-West. We work to protect victims and survivors, provide safe accommodation and support and further, to prevent violence and abuse. We are at the forefront of promoting safe healthy relationships and the conditions for productive and positive futures. SafeNet deliver innovative and life-changing services to support over 500 victims and survivors each year. We deliver specialist services across Lancashire and Greater Manchester with refuge and community-based services in Burnley, Lancaster, Rochdale, Bury, Preston and Pendle. Safenet have won nationally recognised awards including the Inclusive Top 50 UK Employer 2019/2020.

Some of the support services Safenet deliver include refuge provision for women and children, male safe house accommodation, specialist refuges for those with additional complex needs such as addiction, mental or physical health, recovery and offending behaviours. We provide specialist ongoing advice, support and advocacy as well as several community-based projects.

About the Senior Leadership Team (SLT)

SafeNet SLT are a dynamic, pro-active team working in a fast past environment. The SLT manage multiple operational and developmental priorities safely and to high safeguarding standards. The SLT deliver strategic objectives and priorities to meet SafeNet's vision and are accountable for service safety; performance; quality; compliance & growth. SLT members lead teams positively and develop their teams to deliver a diverse range of domestic abuse support in psychologically informed environments.

About the Refuge Teams

Working in a busy sector you will be part of a frontline refuge team working in a fast-paced environment supporting victims and survivors of domestic abuse. The team are passionate about creating safe welcoming environments that supports all residents, children and colleagues. A team who continually adapt to the variations of work tasks/environments, who are service focussed, resilient, exercise good judgement to make the right decisions and take into consideration everyone's individual needs to create a genuine team spirit.

Role: Refuge Housing Assistant

Responsible to: Deputy Manager

Responsible for: n/a

Business Area/Location: SafeNet Domestic Abuse & Support Services

Why this role exists

The Refuge Housing Assistant role is the first point of contact for the SafeNet Refuge and ensures emergency access to accommodation for women, men and children through a concierge function. The role includes providing a range of practical housing and administrative provision within a supported housing environment. You will ensure the efficient running of the refuge and work proactively as part of a dedicated and supportive team to deliver a positive and inclusive approach.

How this role will deliver success

To deliver success in this role you will act as the central point of contact, providing a professional and welcoming environment to all. The role will liaise directly with residents and external partner agencies therefore you must be proficient in delivering high standards of customer care, to a variety of people. You will contribute to referral assessment processes, ensuring a fair and open approach supporting residents to access safe secure accommodation. To provide a high quality and proactive service delivering a pathway into refuge focusing on their immediate safety.

As part of the team, you will successfully contribute to admission processes ensuring residents are familiar with the building, are compliant with health & safety procedures and security measures in place and assisting in the room preparation process. You will have responsibility for ensuring all residents feel valued and supported throughout their stay by providing a welcoming and safe environment. Responding to any incidents that require staff assistance and further updating incident logs.

A key part of the role is to maintain an excellent standard of administrative tasks through daily updates of refuge space, letters and correspondence sent to residents, maintaining and handling of donations, monitor and input accommodation service data to recording essential information onto case management systems. You will support the Service Manager with ensuring accurate data is recorded for enquiries, admittance, occupancy, and voids.

safenet
a calico group service

Activities you will carry out in this role

Providing a welcoming first impression for visitors and residents; greeting residents every day, from the day they arrive at the refuge seeking safety, to the day they leave, filled with confidence.

Supporting resident queries; taking telephone calls; completing referrals or admission processes; producing letters to residents or external agencies; coordinating food parcels or donations; general administrative duties to facilitate wellbeing activities with residents. Assisting the team with health and safety checks, resident risk assessment/safety measures and preparing rooms for new admissions.

What you need to be successful in this role

- Experience of working within a customer service or administrative role.
- Experience of working in a supportive non-judgemental way with vulnerable people.
- Good listener with effective communication skills, the ability to confidently liaise with other parties.
- Knowledge and understanding of domestic abuse, violence and its impacts or the willingness to learn.
- Clear knowledge and understanding of domestic abuse within the BAME communities including honour-based abuse or the willingness to learn.
- Knowledge and understanding of the diverse and additional needs of refuge residents.
- Ability to think clearly and act appropriately in a dynamic and pressured environment.
- Ability to problem solve and find the solution quickly and effectively.
- Excellent time management and organisational skills working on own initiative and within a multi-disciplinary team.
- To be computer literate using computer packages i.e., word documents, emails, spreadsheets and in-house case management systems.
- Ability to use video call platforms for attending meetings i.e., Microsoft teams and Zoom.
- An awareness of conducting basic Health & Safety, Fire Regulation checks.
- To proactively carry out cleaning and manual tasks required at the refuge.

safenet
a calico group service

This organisation is committed to safeguarding and promoting the welfare of adults, children and young people and expects all staff and volunteers to demonstrate this commitment and ensure safeguarding concerns are raised appropriately, according to company procedures.

To be successful in all Calico Group roles, candidates will need to demonstrate that their values and behaviours align with ours. This will be assessed throughout the recruitment process and probation period.

