

## 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:** Housekeeper

**Responsible to:** Deputy Manager

**Responsible for:** N/A

**Business Area/Company:** SafeNet Domestic Abuse & Support Services

### **Why this role exists**

The Housekeeper role includes providing practical housing management support, conducting health & safety and security compliance measures and general housekeeping within a supported housing environment. The purpose of the role is to contribute effectively to the smooth running of the refuge and its projects both individually and as part of a wider team.

### **How this role will deliver success**

The role will ensure the refuge environment is safe, secure, warm and welcoming to all residents, children, colleagues and visitors. The refuge is to be well maintained to a high standard creating a supportive place for everyone to work and live.

A key part of this role is to ensure the smooth running of the refuge, you will work as part of a team responsible for ensuring residents security and contribute to the practical needs of refuge demands. The role will deliver success by ensuring all residents feel valued, supported with a fair, inclusive and open approach.

The role will successfully maintain legal compliance for Safenet by ensuring all paperwork and forms are completed accurately and within a timely manner. You will be expected to be self-disciplined and efficient in recording this information by following all processes, guidelines and policies in place and additionally ensuring residents, colleagues and visitors do the same.

The role oversees the coordination of external sites such as safehouses, community-based offices displaying a versatile working environment. On occasion tasks will involve lone working.

### **Activities you will carry out within this role**

Ensure compliance checks are up to date including building, fire and security checks. Prepare resident rooms and assist with any concerns that may arise including room inventories, laundry. Oversee outdoor spaces and report repairs by liaising with several contractors. Communicate repair updates to colleagues and residents. Carry out minor repairs, maintenance, installing furniture. Provide a safe clean environment for colleagues and our refuge residents.

### **What you need to be successful in this role**

- Experience of housekeeping and cleaning to a high standard.
- Ability to carry out basic maintenance and manual tasks.
- Knowledge and experience in the coordination of Health and Safety procedures.
- Able to confidently liaise and build strong relationships with contractors, Calico group partners and external partnerships.
- Excellent time management and organisational skills working on own initiative and within a multi-disciplinary team.
- Ability to use a computer for emails, word documents and simple spreadsheets.
- Desirable experience of working in a supported housing environment or similar.
- Ability to work in a confidential way and fully understand confidentiality.
- Experience of working in a supportive non-judgemental way with vulnerable adults and children.
- An understanding of domestic abuse, violence, trauma and its impacts or the willingness to learn.
- Desirable knowledge & understanding of the diverse additional needs of refuge residents including complex needs i.e., mental health, substance misuse recovery.
- Ability to think clearly and act appropriately in a dynamic and pressured environment.
- Ability to problem solve and find a successful solution effectively.

*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.**

