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| **Job Title:** | Referral Assessment Officer |  | **Place of Work:** | Refuges and Office locations |
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| **Hours of Work:** | 35 hours per week |  | **Reports to:** | Head of Operations |
|  |  |  |  |  |
| **Salary** | £19,838 per annum |  |  |  |

**Purpose of the Organisation:**

Women’s Aid in Luton;

* exists to provide support, advice and guidance and safe accommodation for women and children who have suffered from or are exposed to Gender Based Violence.
* passionately believes that all women and children have a right to feel safe and secure and to live free from all forms of abuse and violence.

**DIMENSIONS**:

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| --- | --- |
| **Supervisory Management:** | None; but must be self-motivated. |
| **Financial Resources:** | The postholder will not have specific budgetary responsibilities; but they will be expected to support the Organisation in achieving their fiscal targets through the provision of timely information and returns. |
| **Context:** | Due to the sensitive nature if this role we will be considering female applicants only for this post in accordance with the provisions of the Occupational Requirement (Equality Act 2010, pursuant to schedule 9 part 1) |
| **Rehabilitation of Offenders Act 1974:** | Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-over or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are ‘spent’ under the provision of the Act, and, in the event of the employment being taken up. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. Disclosures are handled in accordance with the DBS (formerly CRB) Code of Practice. |
| **Physical Resources:** | None |
| **Physical Effort / Strain:** | Accessing buildings which are on several levels. |
| **Working Environment:** | The work will be undertaken within the Head Office of Women’s Aid, though there may be some requirement to travel to other premises around Luton including the Refuges. |

**Job purpose:**

To receive and assess referrals for WAIL services including the allocation of accommodation to women and their children based on this assessment and refuge availability and assess the suitability of referrals for WAIL in house groups and outreach services. The postholder will be responsible for monitoring occupancy levels and ensuring that spaces in accommodation are filled appropriately through the provision of timely and accurate monitoring reports.

To develop and implement a volunteer helpline training programme and coordinate and monitor this activity.

**Overall Responsibilities**

The postholder will maintain and demonstrate a commitment to the Organisation’s vision, values, strategic aims and objectives. They will maintain high standards of professionalism; keeping abreast of current legislation, standards, best practice and maintain a focus on continuous improvement.

Specifically, the postholder will be responsible for the following: -

* Responding to telephone enquiries and direct approaches from agencies and self-referrers.
* To respond to calls to the helpline; taking appropriate details from the caller and referring them to appropriate sources for help and assistance within the Organisation and where appropriate, to signpost other organisations and partner agencies.
* To manage the ‘bed-state’ of the refuges, ensuring at all times that there is a clear understanding across the Organisation of which units are available, those which are out of commission and what the case-mix within each refuge is on a day to day basis.
* To work with the Maintenance & Housekeeping Supervisor to ensure that where units are out of commission they are returned to a usable state within a clearly defined timescale and to monitor this through the daily ‘bed-state’ update.
* Where a space in a refuge is allocated to a women; to prepare the initial notification documentation and notify the Head of Operations in order that the case can be allocated to a Case Worker.
* Make arrangements for the transfer of the women and their children to the assigned refuge; ensuring that a Support Officer is available to escort them and settle them in.
* Where Refuges are at capacity, to assist callers in identifying appropriate resources and signposting them to alternative agencies who may be able to provide support.
* To ensure that all referrals are dealt with in a timely manner with a decision as to whether a place is to be allocated within the agreed timescale, seeking guidance and support from the Head of Operations when dealing with complex cases.
* To maintain high quality records regarding each referral, its outcome and any action taken.
* To ensure all relevant data is collected and all calls are logged and input into the databases and the Oasis case management system in a timely manner.
* Prepare and produce reports on activity levels; including telephone calls received, nature of calls and activity into and out of each of the refuges on a monthly basis.
* Provide support to the Senior Management Team in responding to requests for information and with the completion documentation concerned with the funding coming into the Organisation.
* To co-ordinate the activity of Helpline volunteers ensuring that they are supported and inducted to the systems and processes for taking calls from agencies and self referrers and to monitor volunteers on shift.
* To gather and update contacts and other information required to enable staff and volunteers to provide a quality service.
* To undertake efficient handover and debriefing after each shift ensuring that an update on referrals, admissions, vacancies, and relevant information and issues are passed on.
* To be an ambassador for WAIL, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic violence and their children.
* To carry out typing, filing and other administrative tasks necessary to fill the role.
* To contribute to the review of helpline and Initial referral and assessment policies and procedures.
* To develop and maintain WAiL’s helpline manual ensuring that the information and processes are regularly checked and updated in line with current best practice and service information.
* To maintain a sound understanding of the Organisation’s operating environment and strategic direction.
* Participate in the ‘out of hour’s’ emergency services rota.

WAIL is a registered charity and as such, all employees are expected to contribute to work undertaken by the Organisation in respect of ‘fundraising’ and ‘income generation.

All staff working within WAIL are expected to adhere to all policies and procedures relevant to their employment and each have a responsibility to ensure that they are aware of the current policies that are in place. Specifically, all staff will be responsible for adhering to those policies and practice concerning Financial Controls, Health & Safety and Data Protection/Confidentiality.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. The post-holder is expected to undertake their duties and responsibilities commensurate with the nature, level and scope of this post and to work flexibly within the agreed hours to ensure that the needs of the Business and its service-users can be met.