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| **Job Title:** | Bank Support Officer |  | **Place of Work:** | Refuges and Office locations |
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| **Hours of Work:** |  |  | **Reports to:** | Head of Operations |
|  |  |  |  |  |
| **Salary** | £10 per hour |  |  |  |

**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 required. |
| **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 across all premises occupied by WAIL within Luton. |

**Job purpose:**

* To support families, children and young people entering into the refuges; being part of a flexible service that can meet their changing and evolving needs.
* To act as an advocate and offer support to clients experiencing crisis as a result of domestic abuse
* To encourage and empower women, children and young people to make their own choices about how they want to live.

**Overall Responsibilities**

The postholder will maintain and demonstrate a commitment to the Organisation’s vision, values, strategic aims and objectives. They will provide support to the team and to service users living within the refuges and as part of an outreach programme to deliver services to the wider community. 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: -

* To work directly with women who have experienced gender-based violence, within a structured key-working relationship; empowering and supporting them and their children at all times, whilst demonstrating an awareness and sensitivity to their needs.
* Where necessary; to collect the women and her children from the Head Office on arrival and to take them to the assigned refuge; ensuring that they are issued with an initial ‘welcome pack’ as appropriate.
* To conduct key-working sessions with clients; ensuring that records of each meeting are kept.
* To be responsible for admission and the induction of new clients into the refuges; ensuring that the women and children are aware of their rights and obligations as a licensee whilst living on the premises and that they fully understand the Health and Safety requirements for residents, including fire evacuation procedures.
* Where appropriate, to provide advice and guidance to women on issues such as housing, education, health, employment, benefits and signposting them to appropriate agencies for more complex or legal issues including immigration.
* To act as an advocate for women accessing WAIL services when it is necessary and appropriate to do so.
* In line with the individual support plan, to work with each client in their preparation for independent living or to other accommodation services as appropriate.
* Where appropriate to continue to provide remote telephone or email support to clients during the resettlement period in order to support clients to maintain their new accommodation and signposting to other relevant agencies for other relevant support.
* To liaise with relevant statutory and other voluntary bodies to promote the individual safety, well-being and welfare of all clients accessing WAIL services.
* To raise any issues of child protection promptly in accordance with current safeguarding guidance and practice.
* To support the Finance Administrator with the collection of monies owing to the Organisation by clients and to arrange emergency funding for assigned clients as appropriate.
* To empower the client to access wider support networks.
* To work in partnership with other agencies to promote awareness of domestic violence and help to develop services across Luton.
* When required, to provide cover to the Helpline and for other members of the team as appropriate.
* To assist with house meetings (with residents) and to the wider service meetings involving residents from all houses.
* To develop and maintain a positive working relationship with all staff and to provide support and assistance to the team with specific client related duties and tasks as and when needed.

WAIL is a registered charity and as such, all employees are expected to actively 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.