

Emerge Domestic Abuse Worker

Addendum Refuge

The post holder will be responsible for identifying and meeting the emotional and practical support needs of victims of domestic violence and abuse referred into the Pankhurst Trust (Incorporating Manchester Women's Aid). The post holder will advocate on their behalf and provide structured support to enable them to start their journey of recovery. They will co-facilitate the delivery of group work across the city which women can access as well as supporting women to step down to support from the groups and peer mentors as appropriate.

The postholder will be responsible for the delivery of the service user families experience in refuge and be jointly responsible, with Housekeepers, the Buildings Manager and other refuge-based staff, for safe building management.

KNOWLEDGE AND UNDERSTANDING –		
Provide evening cover on a rota basis in refuge to 8pm and for the referral line to 7pm	E	Application Form/ Interview
Undertake assessment of high-risk applicants in conjunction with the EmERGE Manager and external agencies for available bed spaces. Check eligibility and criteria of new referrals and complete initial safety planning and risk assessments.	E	Application Form/ Interview
Provide a comprehensive induction to new refuge residents including an explanation of Health and safety requirements, tenancy rules and the licence agreement.	E	Application Form/ Interview
Facilitating regular tenant's meetings and deliver a programme of wellbeing activity within the refuge and encourage engagement in community activity	E	Application Form/ Interview
Support with the move on programme, prepare tenants for moving on from the refuge, supporting individuals to arrange viewings of potential properties; sign up for a new tenancy; liaise with appropriate external professionals in respect of tenants changing needs	E	Application Form/ Interview
Support former residents with resettlement in their new homes for up to 4 weeks, ensuring they have everything in place to maintain a safe, secure tenancy	E	Application Form/ Interview

Prepare vacant rooms for new clients alongside the Housekeeper, including booking decoration, ordering new furniture where required to ensure room void level remains below target	E	Application Form/ Interview
Collect weekly personal charge from all refuge residents and ensure the Housing and Financial Abuse Worker is kept aware of all payments received.	E	Application Form/ Interview