



**The Dash Charity
Female Refuge IDVA
Job Description**

Reports to: Refuge Services Manager
Hours of work: 37.5 hrs per week (Mon-Fri)
Holidays: 25 days, plus Bank Holidays + Birthday

Objectives:

Under the general direction of The Dash Charity Board of Trustees, the Chief Executive and Refuge Services Manager to undertake the duties of the post as specified below on behalf of The Dash Charity. To be responsible for providing the overall management and co-ordination of the aims, policies, guidelines, and practices of The Dash Charity, paying particular attention to key areas of Refuge evaluation and monitoring, Adult Safeguarding, SAFELIVES standards, Women's Aid National Quality standards, Health & Safety policies, privacy and confidentiality procedures and equal opportunities.

Main Duties:

- Manage a caseload of clients ensuring each client receives a quality and consistent service and support individuals in their needs and risks.
- Keep accurate, paperwork up to date for each of the clients.
- Daily check e mail and answer urgent requests.
- Review workload daily and prioritise
- Prioritise and respond to incoming calls from the referral line and complete a full referral for refuge space.
- Ensure intake paperwork is completed, and an individual support plan is in place, advise client on the terms and conditions of the Licence Agreement and House Rules.
- Make referrals and provide updates to the Multi-Agency Risk Assessment Conference (MARAC) for high-risk clients under SAFELIVES standards.
- Ensure SAFELIVES DASH RIC is reviewed after 6 weeks and immediately if any incident occurs.
- Work with a strong multi-agency focus liaising with other agencies and professionals both internally and externally to ensure the client's needs are met.

- Advise on local area, schools, doctors, dentists, DWP benefits, Job Centre as appropriate and any legal matters.
- Inform clients on The Dash Charity activities and encourage participation.
- Inform clients on support available for children residing in refuge accommodation.
- Assess medical condition upon arrival and where necessary assist in taking to doctor, hospital. Attend appointments with solicitors, housing, DWP, court hearings and other relevant agencies as required.
- When arriving & leaving Refuge ensure the safety of clients by checking signing in and out records and when necessary, entering rooms if signing policy has not been adhered to.
- To work in accordance with the Refuge Services Case Management Policy ensuring that all client records and casework are to the required audited standard as per the case management policy.
- Responsible for recording accurate up to date records of client information for statistical analysis.
- Perform one-to-one Keyworking sessions with clients on a 2 weekly basis and update the Individual Support Plan with actions/outcomes.
- Implement group work sessions to oversee areas of intervention e.g., legal drop ins, housing sessions, awareness workshops.
- Role model and support students and volunteers assisting with intervention of clients to support the Refuge IDVA role.
- Ensure that meaningful involvement of clients is central to all activities, applying equal opportunities and anti-discriminatory policies and ensuring rights to privacy and confidentiality.
- To operate within clear professional and confidentiality boundaries and to work within The Dash Charity code of conduct.
- Ensure clients are clear about their rights and obligations whilst receiving a service.
- To complete and record weekly H&S checks at the safe house and to feed back any issues to the Refuge Services Manager.
- To submit Housing Benefit claims for all new clients and ensure they are submitted to the Local Authority within 48 hours of arrival to refuge.
- Issuing rent cards and collecting rents weekly.
- Advise and support clients with their housing options, working closely with the Local Authorities, Housing Associations, or relevant Landlords to ensure good Housing outcomes are achieved.
- Assist clients with completing application forms and attending Housing/Benefits appointment with them.
- Host monthly residents' meetings, taking minutes, and dealing with any issues which may arise from the monthly meeting.
- To implement and adhere to The Dash Charity policies and procedures.
- To keep up to date with relevant legislation and sector updates.

Equal Opportunities:

The Dash Charity is fully committed to the active promotion of equal opportunities as an employer, and in the provision of it's services. It is the responsibility of every member of staff to ensure the practical application of this policy.

Health & Safety:

Under the Health & Safety at Work Act, all employees are required to take care of their own health and that of other employees by complying with their statutory duties.

ESSENTIAL:

Enhanced DBS check
Full clean driving licence
Access to private vehicle insured for occasional business use
Knowledge of the impact of domestic abuse on client's and children
Understanding of the principles of risk assessment and safety planning

SKILLS:

Good communication skills: written, verbal and effective negotiation skills
Ability to maintain professional boundaries
Computer literate; word processing, emailing etc

Personal attributes:

Pro-active
Non-judgemental
Empathetic
Ability to work within a small team
Commitment to undertake regular training and supervision

DESIRABLE:

Knowledge of the Domestic abuse sector
Broad knowledge of the civil and criminal justice remedies relating to domestic abuse
Previous experience of working within a residential setting
Professional qualification in a related field such as a diploma in social care, probation studies or equivalent.
Safelives IDVA trained

Updated February 2025