

Job Title: Relief Worker (Panel)**Location of Position: Bray, and other areas of Co Wicklow**

Role:

Bray Women's Refuge primarily provides short term crisis accommodation to women and children forced to leave their family home due to domestic violence and abuse in that environment and it is not safe to remain. This service also provides access via telephone helpline to callers requiring information and support in relation to the issue of Domestic Violence and Abuse and the associated needs of callers seeking support.

The role of relief panel worker is to provide support/relief cover as required for Bray Women's Refuge which is double staffed 24 hours per day for each day of the year. The need for relief staff varies; relief staff are called on to cover short-term sick leave, annual leave, maternity leave, and other exigencies as they arise, however there is no guarantee of hours, and it is often a short notice request for cover.

The relief worker will participate as part of the Refuge Team in the upkeep of the service. The role includes providing both emotional and practical support and information for women and children, in addition to ensuring excellent hygiene and safety standards are maintained to ensure a suitable and safe environment is available at all times.

The relief panel worker is required to respond appropriately to any needs, issues, crises or alerts in accordance with best practice and the policies and procedures of the service.

Key Areas of Work:

- Service hospitality
- Issue Awareness (Domestic violence and abuse)
- Issue knowledge (Child protection and welfare, Domestic Violence, Family law)
- Practical parenting support skills
- Active Listening and attending supportively to emotional needs
- Active Housekeeping (hygiene, health and safety)
- Recording /Reporting and IT skills
- Adherence to professional ethics and boundaries
- Strictest confidentiality
- Attendance at team and staff meetings, staff supervision and role relevant training

Main Duties:

- Respond professionally and appropriately to the needs of clients
- Provide non-directive and non-judgemental information and support as required
- Participate in the provision of services as part of the Refuge Team; Support the provision of a safe and relaxed environment for clients
- To be observant in providing and encouraging a strict policy of confidentiality at all times within professional boundaries and limitations etc.
- To assist in the preparation of rooms for allocation and to ensure that high standards of cleanliness and hygiene are maintained throughout the building and immediate external environment at all times.
- To be aware of your own responsibilities under health and safety legislation and to ensure all procedures are clearly understood and acted on.
- To communicate information appropriately to support the updating of client records to allow for effective case management.
- Attend team and staff meetings and external training as required
- Participate in regular supervision and annual appraisal with management and assist in identifying role-related training needs
- To act in the best interests of Bray Women's Refuge at all times and, if requested by management, take on other responsibilities or duties commensurate with the role

The Person Specification Refugee Relief Panel Worker

Essential Qualifications and Experience:

- Third level qualification – Health and Social Care, Family Support, Childcare, etc. (QQI 6 as a minimum)
- Excellent IT skills and experience to include Microsoft Office 365

Desirable:

- Knowledge and understanding of the nature of domestic sexual and gender-based violence and experience of working with women and children (preferably in a residential setting)
- Knowledge and awareness of issues impacting mental health and well-being including PTSD, addictions and other challenging behaviours and/or coping strategies creating complexity
- Understanding and knowledge of conflict resolution and/or negotiation skills
- Knowledge of social exclusion, poverty and discrimination and barriers to effective support
- Ability to provide empathy and to treat all clients and colleagues in a non-judgmental way

Person Specification and Core Competencies:

- Excellent aural, oral and written communications skills including IT
- Excellent Time management
- Effective Interpersonal skills to work with a broad range of people
- Ability to work effectively as a team member
- Ability to act calmly and clearly in any presenting situation
- Ability to respond in a professional manner to challenging and stressful situations
- Good organisational skills
- Positive and solution focussed attitude

Remuneration:

Varies per shift Covered: Day, Night, Weekend Cover, etc. (TBC)

This role requires Garda Vetting;

If you are interested in applying for this Role within Bray Women's Refuge, please complete an application form and submit with a cover letter to Manager@Braywomensrefuge.com

CV is not acceptable at this time and further contact will be made at a later date for additional details. Referees will not be contacted, or qualifications validated unless you are a successful applicant; you will be notified.

Bray Women's Refuge is an equal opportunities employer.



Our vision is of a society free from all types of domestic abuse and coercive control but that when it does occur, all those affected are provided with Safety, Support and Knowledge