



**FOYLE WOMEN'S AID
JOB DESCRIPTION**

POSITION:	Accommodation Support Assistant (AS/07/20)
LOCATION:	Foyle Women's Aid: Foyle Trust Area, Strabane and Limavady Council Area
RESPONSIBLE TO:	Senior Support Services Manager
SALARY	£14,975 - £15,807 per annum
HOURS OF WORK:	35 hours per week Evening and weekend work will be required on a weekly basis to ensure the continued running of the service. Time-off-in-lieu (TOIL) is available for additional hours worked when approved in advance. Travel: working and travel to more than one site will be required to fulfil the demands of the post

Self-help is important in the philosophy of Women's Aid. All staff will work towards promoting the principles of self-help by creating an environment which encourages women to support each other and allows learning through sharing experiences.

JOB PURPOSE

To provide a safe, clean and welcoming environment for clients, staff and users of the Foyle Women's Aid Centre and residential accommodation, reflecting the ethos of Foyle Women's Aid in all interactions with members of the public visiting or telephoning the Centre.

KEY RESPONSIBILITIES

1. Working in a supportive role

- Work in a supportive role, engaging with children and young people
- Promote and develop a relaxing and positive environment in the FWA residential accommodation for the families living there.
- Ensure the preparation and cleaning of the FWA Centre accommodation for the arrival and departure of new clients.

- Complete inventory checklists on each accommodation unit prior to and after it has been occupied, and ensure that appliances are in working order
- Prepare conference rooms and catering for meetings, courses and events as appropriate.

2. Reception & Admissions

- You will be the first point of contact at reception and provide a warm welcome by greeting incoming guests and clients. You will ensure everyone who enters the Centre signs into the Visitor Book, are directed appropriately and inform relevant staff of waiting appointments.
- Effectively answer, screen and transfer any incoming calls, providing basic information when required, and the communication of messages to the appropriate team member.
- Record and distribute incoming post.
- Distribute Welcome Packs to new residents.
- Collect and record weekly charge payments from clients
- Encourage women's participation in all aspects of the day-to-day activities provided by FWA.
- Work closely with and assist the Support Services Team in:
 - Identifying and responding to the needs of families.
 - Giving practical support and assistance to women and children moving into FWA accommodation.
 - Providing general information and practical support to women and children living in the residential accommodation and those who may phone in.
- Inform relevant staff when women and children are leaving the residential accommodation.
- Accurately maintain the OSKA system for the recording and monitoring of information.
- Perform any other clerical duties as appropriate

3. Health & Safety

- Conduct spot checks in the client accommodation units to ensure that the health and safety regulations are being adhered to.

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- Induct residents into FWA accommodation, showing them the layout; how equipment is operated; providing a Welcome Pack; explaining the licence agreement, rules and regulations; and how to report any issues or concerns.
- Conduct risk assessments with new residents, and regularly audit health and safety within the premises. Carry out weekly health and safety checklist/risk assessments, fire drills and other checks.
- Keep accurate and up-to-date records of all risk assessments and other checks.
- Grounds Maintenance: Report any maintenance issues and health and safety issues arising to the Maintenance Officer, and ensure that log book/database is accurate and kept up-to-date.
- In compliance with FWA Health & Safety Policy, both staff and residents are collectively and individually responsible for the health and hygiene in the residential accommodation.
- Ensure the Health & Safety Policies and Procedures and regulations are adhered to at all times, and that awareness of these issues is raised within the workplace, as appropriate.

4. Confidentiality/Data Protection

- Adhere to the FWA Confidentiality and the Data Protection Policies and Procedures at all times, with a client-centred approach.

5. Public Relations

- Ensure that your conduct contributes to maintaining good public relations between FWA and other agencies/stakeholders.

6. Supervision and Training

- Be aware of your own training needs and attend relevant training courses in consultation with your Line Manager.
- Prepare for and positively contribute to your Performance Development Reviews (PDRs), and attend regular supervision sessions as required.

7. Any Other Tasks

- Adhere to FWA policies and procedures at all times.
- Provide verbal and written reports as requested.
- Prepare for and regularly attend team meetings and other local meetings as required.

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- The provision of administrative support to the organisation.

The job description is intended to indicate the broad range of responsibilities and requirements of the post, and is neither exhaustive nor prescriptive. The post-holder is therefore expected to undertake any other duties as may be reasonably required.