

We are recruiting Accommodation Support Assistant



Women's Aid
FOYLE

Foyle Women's Aid



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Foyle Womens Aid is a charity based in Derry ~ Londonderry, Northern Ireland. We exist to eliminate domestic abuse and sexual violence, through raising awareness, preventive educational advice & support. Our domestic abuse & sexual violence services cover Derry~Londonderry, Strabane, Limavady & Dungiven

About Us



Our Vision



We will create a centre of excellence that leads in partnership working to develop and sustain non-violent healthy communities in the North West.



Our Purpose



We exist to eliminate violent behaviour by supporting all victims of abuse through support, prevention, protection and justice.



Our Values



Respect

We treat others with equality and fairness

Understanding

We strive to understand the needs, fears and wishes of others

Shared Learning

We are committed to exchanging knowledge, experiences and ideas

Trust

We will build open and honest relationships and act with integrity and confidentiality

Non-Judgemental

We respect the right to hold opinions and the choices of others even though they might be different from our own

Challenge

We advocate and question to empower all to make changes and reach their goals



Our Core Aims

- To provide temporary accommodation to women and their children suffering mental, physical or sexual or financial abuse within the home.
- To encourage women to take control of their own future, whether this involves returning home or beginning an independent life.
- To recognise and care for the emotional needs of the children and young people involved.
- To offer support and advice to any woman who requests it, whether or not she is living in temporary accommodation and to offer supportive aftercare to women moving on.
- To educate and inform the public, the media, the courts, social services and other agencies, always mindful of the fact that the abuse of women is a direct result of the general position of women in society.

Job Summary

POSITION	Accommodation Support Assistant
LOCATION	Foyle Women's Aid: Foyle Trust Area, Strabane & Limavady Council Area
SALARY	£20,820 pa
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



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.

Benefits

↘ What we can offer

Pension

Employer Pension Contribution 8%

Health Insurance

Enrolment in FWA Private Medical Insurance Policy

Wellbeing Program

Inspire Employee Assistance Program

Holidays

25 Days Holiday paid plus bank holidays.
Additional holidays for length of service

Team

Working with a team of people who are specialised in supporting victims of DASV

Training

Ongoing training and access to Continuing Professional Development.

Parking



KEY RESPONSIBILITIES

Working in a supportive role:

- Work in a supportive role with vulnerable families.
- 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.

Health & Safety

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

KEY RESPONSIBILITIES CONTINUED

Reception & Admissions

- You will be the first point of contact 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 as required.
- 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 by:
 - Giving practical support and assistance to women and children moving into FWA accommodation.
 - Providing general information 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 records for the monitoring of information as required.
- Perform any other clerical duties as appropriate

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

Public Relations

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

KEY RESPONSIBILITIES CONTINUED

Confidentiality/Data Protection

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

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.
- 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.

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.

Criteria

01 Education & Qualifications

DESIRABLE

At least an NVQ Level 2 or equivalent in a relevant discipline

02 Experience

ESSENTIAL

Demonstrate experience in the following:

At least 1 year's relevant experience in working with young people or vulnerable adults in a paid capacity.

Have some experience in cash handling.

DESIRABLE

At least 2 years' relevant experience in working with young people or vulnerable adults in a paid capacity.

Demonstrate experience of working in a residential setting

Conducting Health and Safety checks.

03 Knowledge and Skills

ESSENTIAL

Competence in MS Office and report-writing.

Possess good organisational and administrative skills.

04 Personal Attributes

ESSENTIAL

An ability to work flexibly as part of a team and to take responsibility for own work with minimum supervision.

Excellent communication and interpersonal skills.

Capacity to handle pressure and to be adaptable to changing demands.

Be trustworthy and act with integrity.

05 Other Requirements

ESSENTIAL

Possess a full driving licence and use of a car for business purposes.

Complete and pass the Enhanced Access NI Check.

Work evenings and weekends on a weekly basis as part of the rota.

Travel: working and travel to more than one site will be required to fulfil the demands of the post.





How to Apply ?



To apply please email:
jarmila.slugocka@foylewomensaid.org

We will send you an application form.

Please return completed Application
and Monitoring Forms no later than
deadline.