



# Join us

And make a difference to people's  
lives as a

## Refuge Housing Assistant



## About SafeNet

We provide domestic abuse services across the North West of England, including refuges for women and children, safe houses for men, community support, and extra support for those facing addiction, mental health, or other issues.

We understand the serious impact domestic abuse can have, especially on health and wellbeing, and provide support and guidance to help survivors live safely and securely.

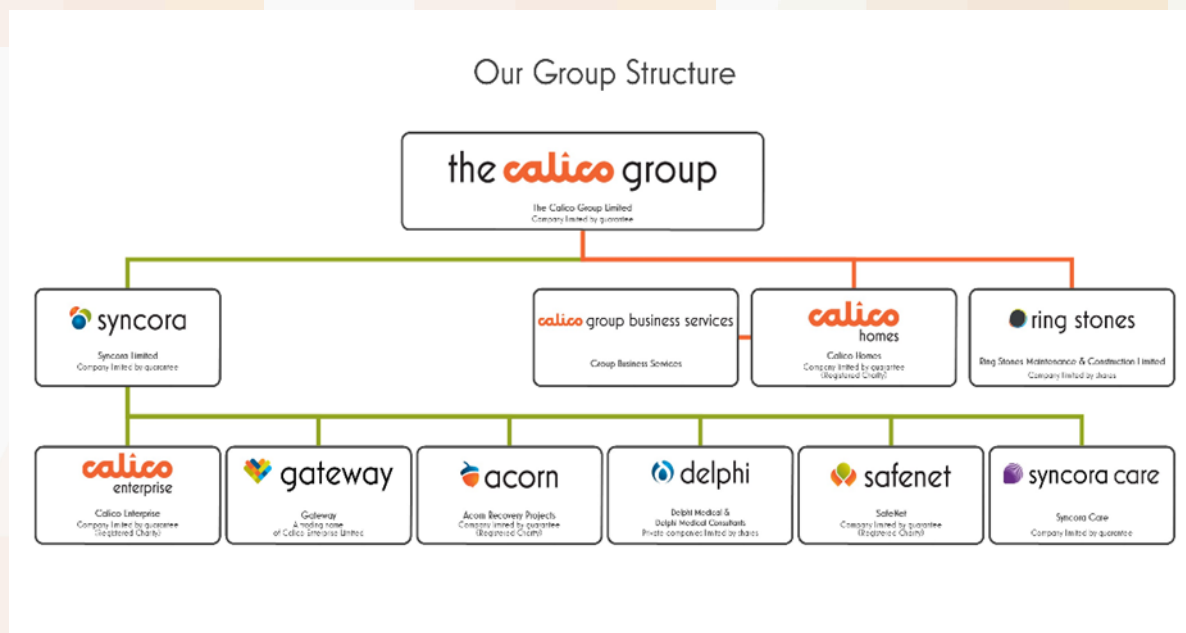
SafeNet is part of the Calico Group. Here's what makes The Calico Group unique: each of our specialist companies collaborates and innovates together to have a greater impact than they could alone.

Our shared vision, flexible group structure, and expanding range of services help us adapt to the fast-changing environment and times in which we work.

"A future where everyone can live safe, happy and healthy lives free from abuse, violence and exploitation in their homes, streets and communities."

## The Calico Group

Each part of The Calico Group has its own specialism, expertise and a track record of providing a complete community service in housing, healthcare, support, employability and construction.



## Our Values

Our people are our greatest strength and it's only when they are engaged, and connected to our vision and our values, that we see the impact they have in our communities and on our customers' lives.



## About Our Team

Working in a busy sector you will be part of a frontline refuge team working in a fastpaced environment supporting victims and survivors of domestic abuse. The team are passionate about creating safe welcoming environments that supports all residents, children and colleagues. A team who continually adapt to the variations of work tasks/environments, who are service focussed, resilient, exercise good judgement to make the right decisions and take into consideration everyone's individual needs to create a genuine team spirit.

## About The Role

Role:	Refuge Housing Assistant
Responsible to:	Deputy Manager
Responsible for:	N/A
Business Area/Company:	SafeNet Domestic Abuse & Support Services

## The Value of This Role

The Refuge Housing Assistant role is the first point of contact for the SafeNet Refuge and ensures emergency access to accommodation for women, men and children through a concierge function. The role includes providing a range of practical housing and administrative provision within a supported housing environment. You will ensure the efficient running of the refuge and work proactively as part of a dedicated and supportive team to deliver a positive and inclusive approach.

## How This Role Delivers Success

To deliver success in this role you will act as the central point of contact, providing a professional and welcoming environment to all. The role will liaise directly with residents and external partner agencies therefore you must be proficient in delivering high standards of customer care, to a variety of people. You will contribute to referral assessment processes, ensuring a fair and open approach supporting residents to access safe secure accommodation. To provide a high quality and proactive service delivering a pathway into refuge focusing on their immediate safety.

As part of the team you will successfully contribute to admission processes ensuring residents are familiar with the building, are compliant with health & safety procedures and security measures in place and assisting in the room preparation process. You will have responsibility for ensuring all residents feel valued and supported throughout their stay by providing a welcoming and safe environment. Responding to any incidents that require staff assistance and further updating incident logs.

A key part of the role is to maintain an excellent standard of administrative tasks through daily updates of refuge space, letters and correspondence sent to residents, maintaining and handling of donations, monitor and input accommodation service data to recording essential information onto case management systems. You will support the Service Manager with ensuring accurate data is recorded for enquiries, admittance, occupancy, and voids.

## Activities Involved in This Role

Providing a welcoming first impression for visitors and residents; greeting residents every day, from the day they arrive at the refuge seeking safety, to the day they leave, filled with confidence. Supporting resident queries; taking telephone calls; completing referrals or admission processes; producing letters to residents or external agencies; coordinating food parcels or donations; general administrative duties to facilitate wellbeing activities with residents. Assisting the team with health and safety checks, resident risk assessment/safety measures and preparing rooms for new admissions.

## What You'll Need to be Successful in This Role:

	Essential:	Desirable:
<b>Qualifications</b>	n/a	n/a
<b>Experience</b>	<p>Experience of working within a customer service or administrative role.</p> <p>Experience of working in a supportive non-judgemental way with vulnerable people</p>	n/a
<b>Skills &amp; Knowledge for This Role</b>	<p>Good listener with effective communication skills, the ability to confidently liaise with other parties.</p> <p>Knowledge and understanding of domestic abuse, violence and its impacts or the willingness to learn.</p> <p>Clear knowledge and understanding of domestic abuse within the BAME communities including honour-based abuse or the willingness to learn.</p> <p>Knowledge and understanding of the diverse and additional needs of refuge residents.</p> <p>Ability to think clearly and act appropriately in a dynamic and pressured environment.</p> <p>Ability to problem solve and find the solution quickly and effectively.</p>	n/a

	<p>Excellent time management and organisational skills working on own initiative and within a multi-disciplinary team.</p> <p>To be computer literate using computer packages i.e., word documents, emails, spreadsheets and in-house case management systems.</p> <p>Ability to use video call platforms for attending meetings i.e., Microsoft teams and Zoom.</p> <p>An awareness of conducting basic Health &amp; Safety, Fire Regulation checks.</p> <p>To proactively carry out cleaning and manual tasks required at the refuge</p>	
<p><b>Essential Core Skills</b></p>	<p><b>Health &amp; Safety Awareness</b> All of our employees are required to work in a safe way, wear appropriate personal protective equipment (PPE), and keep themselves, other colleagues and customers safe. You will be expected to update your knowledge and skills on Health &amp; Safety if successful in your application.</p> <p><b>Safeguarding</b> We work with adults and children who may be 'at risk' and expect colleagues to work in a way which protects the people we support from harm. Our colleagues are expected to identify people 'at risk' and confidently report any Safeguarding concerns as appropriate within the service.</p> <p><b>Digital</b> Across our services, we use a range of technology and systems and expect colleagues to use them effectively and safely following cybersecurity and data protection principles (UK GDPR). Full training on specific systems is provided but a willingness to learn and develop is essential.</p> <p><b>Equality, Diversity, and Inclusion (EDI)</b> The Calico Group welcomes diversity and champions the rights of those in society who may be marginalised. Our employees are expected to be inclusive, embracing those from different backgrounds to develop a fairer society.</p>	

To succeed in any role within the Calico Group, candidates must show that their values and behaviours align with the organisation's principles. This alignment will be evaluated throughout the recruitment process.

The organisation is dedicated to safeguarding and promoting the well-being of adults, children, and young people. All employees and volunteers are expected to uphold this commitment and follow proper procedures to address any safeguarding concerns.

