

LONDON BLACK WOMEN'S PROJECT (LBWP)

PERSON SPECIFICATION

Experience		Essential	Desired
1	Experience of working in a woman's domestic violence refuge.		
2	Experience of working with BME women in a refuge setting.		
3	Experience undertaking complex case management.		
4	Experience of working around specialist violence against women and girls' issues such as harmful practices.		
Knowledge			
5	Knowledge of domestic violence, violence against women and girls and harmful practices.		
6	Knowledge of support plans and needs assessable.		
7	Knowledge of the Adult Social Care environment.		
8	Knowledge of LBWP refuge policies and procedures.		
9	Knowledge of quality standards as established by Adult Social Care, Women's Aid and Imkaan.		
10	Knowledge of the Equalities Act 2010 and applying it to all those who access the refuge for support.		
11	Knowledge of Adult Safeguarding including the Care Act 2014 and safeguarding Vulnerable Groups 2006.		
12	Knowledge of the Children's Act 2004		
Skills			
13	Support assessment skills to be able to work with women and children to assess their support needs and agree action to meet them.		
14	Risk assessment skills to be able to work with risk assessment and severity of abuse grid to determine level of risk.		
15	Able to work with women and children to mitigate against risk.		
16	Understand and apply the key elements of risk assessment and support work with women and children to achieve positive outcomes and provide individual support.		
17	Communication skills with service users at intake stage and throughout the process of care.		
18	Taking detailed case notes providing good standard information so that need, risk and actions can be properly understood, referred to in documentation and serve as a comprehensive casefile for each woman.		
19	Able to communicate the work done with women and children in the refuge in writing at case conference and at other meetings adhering to the duty of care.		
20	Resettlement skills to help women move-on from the refuge to housing of their own.		
21	Monitoring and evaluation skills to be able to monitor the work for outcomes achieved.		
22	Health and safety audit and assessment skills ensuring refuges run consistently under health and safety policy and procedure being mindful and taking direct action where needed.		

23	Skills in processing housing benefit and other benefits forms for women in the refuge.		
24	Monitoring rent arrears and service charge arrears and working with systems ensuring service users meet their obligations.		
25	Understand and apply zero tolerance ensuring that all women and children accessing the refuge are safe and be able to undertake evictions as appropriate under policy.		
26	Be person-centred in all aspects of the work done with women and their children in the refuge.		
27	Team work and working as a part of an organisation in collaborative ways.		
28	Lone working skills and able to undertake lone working risk assessment and management.		
29	Good communication.		
30	Casefile record keeping including communication logs, support logs and all other documents that make up a service user casefile.		
31	Follow-up on work with women and children especially if referred for specialist support like immigration and housing ensuring actions are met in a timely manner in the best interest of service users.		
33	Represent women and children's needs to external agencies, attending meetings and undertaking advocacy placing their interests at the heart of the service provided to them.		
33	Report writing to good standard.		
34	Staff training and development, working with supervision systems.		
35	Working with monitoring and evaluation frameworks.		

DOCUMENT TITLE

Person Specification Refuge Client
and Risk Keyworker

DATE CREATED/REVIEWED

26 October 2016

SIGNED OFF BY

MC 24.11.16