

## Role Profile – Refugee Assistant

### About Safenet

For more than 40 years SafeNet has been providing support services and working to prevent violence and abuse within the North West of England. We are at the forefront of promoting safe healthy relationships and the conditions for productive and positive futures. SafeNet deliver innovative and life-changing services to support over 500 victims and survivors each year. We are based in Burnley, Lancaster, Rochdale, Bury, Preston and Pendle. Safenet have won many nationally recognised awards including the Inclusive Top 50 UK Employer 2019/2020.

Some of the support services Safenet deliver include refuge provision for women and children, male safe house accommodation, specialist refuges for those with additional complex needs such as addiction, mental or physical health, recovery and offending behaviours. We provide specialist ongoing advice, support and advocacy as well as several community-based projects.

### About the refuge team

Working inside a busy refuge you will be part of a frontline team working in a fast-paced environment. 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 environments, who are service focussed, resilient, exercise good judgement to make the right decision and take into consideration everyone's individual needs to create a genuine team spirit. We firmly believe that our difference lies with the people who work here.

**Role:** Refugee Assistant

**Salary:** £18,942 pro rata

**Responsible to:** Service Manager

**Business Area/Location:** SafeNet – Lancaster, Preston and Rochdale

### The value of this role

The Refugee 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 will deliver 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.

### A day in the life of this role

As a Refuge Assistant you will be the face of SafeNet, providing a welcoming first impression for visitors and residents. You will be greeting residents every day; from the day they arrive at refuge seeking safety to the day they leave filled with confidence.

In this role there is never a day the same, there is always a whole variety of tasks that you can do. Often you are balancing your administrative tasks with the commitments you have within the refuge environment. This has always been rewarding and an achievable challenge.

A typical day could include 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 facilitating wellbeing activities with residents. You will also assist the team with health and safety checks, resident risk assessment/safety measures and prepare rooms for new admissions.

My favourite part of being a Refuge Assistant was leaving everyday feeling like I made a real difference knowing I have contributed to supporting a resident's journey. My team are amazing and there is always an opportunity to develop and to inspire others.

Written by Safenet staff who have been in this role for many years.

## What you need to be successful in this role

- Experience of working within a customer service or administrative role
- Experience of working in a supportive non-judgemental way with vulnerable people
- Good listener with effective communication skills, the ability to confidently liaise with other parties
- Knowledge and understanding of domestic & sexual abuse, violence and its impacts
- An understanding of domestic abuse within BAME communities
- Knowledge and understanding of the diverse and additional needs of refuge residents
- Ability to think clearly and act appropriately in a dynamic and pressured environment
- Excellent time management and organisational skills working on own initiative and within a multi-disciplinary team
- To be computer literate using computer packages i.e. word documents, emails, spreadsheets and in-house case management systems
- An awareness of conducting basic Health & Safety, Fire Regulation checks
- To proactively carry out cleaning and manual tasks required at the refuge
- Ability to problem solve and find the solution quickly and effectively

**To be successful in all Calico Group roles, candidates will need to demonstrate that their values and behaviours align with ours. This will be assessed throughout the recruitment process and probation period.**

