

Kanlungan Filipino Consortium

Job Title: JOB SHARE, On-call Out-of-Hours Support Officer for a Safe House for ESEA Women

Duration: Fixed term until 31 March 2025

Location: London

Working Hours: Part-time; maximum of 20 hours per week (actual working hours; call out to work)

On-Call Hours: Weekdays: 5:30 pm to 9:30 am; Weekends: 5:30 pm on Friday to 9:30 am on Monday

Salary:

- On-call fixed rate weekdays: £50 per shift; Weekends: £200 per shift (This will be paid on top of the working hours payment.)
- Working rate: £15 per hour (minimum payment of 2 hours)

Reporting to: Safe House Project Manager

Job Purpose:

The On-call Out-of-Hours (OOH) Support Officer will provide vital support during evenings, weekends, and holidays to women survivors of domestic violence, particularly migrant women from East and Southeast Asian (ESEA) communities. This role is key to ensuring the safety and well-being of residents in the safe accommodation, providing immediate support in crisis situations, and maintaining the quality of care outside regular office hours.

Main Responsibilities:

- Provide immediate, out-of-hours support to the women residing in the safe accommodation, responding to crisis situations, emotional distress, and safety concerns.
- Work closely with the Safe Accommodation Project Manager and other team members to ensure seamless handover and continuity of care between regular and out-of-hours services.
- Maintain accurate and detailed records of all interactions and incidents that occur during OOH shifts, ensuring that all relevant information is communicated to the day team.
- Support the women in accessing emergency services, legal assistance, and other resources as needed during OOH hours.
- Ensure safeguarding practices are followed, reporting any concerns to the Safeguarding Lead promptly.

- Participate in regular team meetings and training sessions to stay informed about best practices, organisational policies, and updates related to the service.
- Collaborate with partner organisations, emergency services, and other relevant bodies to provide comprehensive support to the women during OOH hours.
- Perform other reasonable tasks as requested by the Safe Accommodation Project Manager, VAWG Programme Manager, or other senior staff.

Person Specification:

- Experience in providing support to women survivors of domestic violence, particularly in an out-of-hours or crisis response capacity.
- Strong understanding of safeguarding practices and procedures, with experience handling sensitive and confidential information.
- Excellent communication and interpersonal skills, with the ability to provide empathetic and non-judgmental support to individuals in distress.
- Ability to work independently and make informed decisions in high-pressure situations.
- Familiarity with the challenges faced by migrant communities, particularly ESEA women, in accessing support services.
- Experience in maintaining accurate records and reporting on service delivery.
- Has basic first-aid training

Desirable Qualification:

- Fluent in at least one East and Southeast Asian language.
- Experience working in the charity sector or with migrant communities.
- Experience in working with or within safe accommodation settings or emergency out-of-hours background
- Has a Valid DBS Certificate
- Has training in IDVA and safeguarding adults

Application Process:

Please submit your CV/Resume along with a cover letter (no more than two A4 pages) outlining why you're interested in the role, and how you meet the skills and qualifications (please give examples) we're looking for, to jobs@kanlungan.org.uk. Please provide two reference letters and their contact details, with one being your current or most recent employer.

This role requires applicants to demonstrate their right to work in the UK. All successful candidates will require an Enhanced Disclosure Barring Service (DBS) certificate as part of the clearance process before commencing the role.