



Working within our Accommodation Services and reporting to the Accommodation Team Leader, the post holder will work directly with individuals and families who are in temporary supported accommodation due to experiencing domestic abuse and including those presenting with complex needs. The post holder will offer support in a trauma informed way, and work with individuals adopting a whole systems approach to safeguarding and support planning. The post holder will work with a range of partners to meet the varied needs of the individual or family, ensuring that goals are achieved, and clients exit the service with reduced risk, feeling empowered and more confident in moving towards independence.

Prime objectives of post

1. To provide one to one support within a safe, temporary supported accommodation setting for individuals and families fleeing domestic abuse.
2. To establish positive, proactive, and innovative working relationships with internal and external partner agencies to create a holistic support service, particularly with individuals and families presenting with complex or multiple needs.
3. To support clients to move on from temporary supported accommodation towards longer term, secure tenancies with resettlement support.

General Duties

1. To be familiar with the aims and objectives of the organisation and the wider consortium partnership arrangements
2. To remain up to date on all legal and practice issues relating to the role
3. To adhere to the Code of Conduct at all times
4. To maintain statistical data and information in order to contribute to the monitoring and evaluation of services.
5. To ensure that the service complies with the legal framework that protects the safety of vulnerable adults and children, adhering to the Local Safeguarding Adult & Children's Board policies and procedures and the practical implications of this are understood.

Range of Duties

1. To work across the different accommodation sites, proactively contributing toward nurturing a warm, open, and transparent environment.
2. To ensure effective access into accommodation services for individuals at risk of homelessness due to domestic abuse including those presenting with complex needs. Ensuring immediate needs of individuals and families are addressed and immediate risk is reduced.
3. To support service users to feel settled, ensuring that clients understand the support and services available to them including their rights and responsibilities under their tenancy and support agreements and all related documents.
4. To participate in multi-agency working and focus groups when requested to do so and follow through on agreed appropriate actions that arise from these, encouraging service user engagement with the service and through multi agency working.
5. To undertake face to face assessment of need and risk for individuals and develop culturally appropriate individual packages of support including both practical and emotional support

interventions, ensuring service users are aware of their rights and options engaging with criminal and civil justice systems to secure positive outcomes and risk reduction.

6. To signpost to, advocate or work in partnership with internal and external specialist providers to maximise opportunities for support and the realisation of individual and family goals and outcomes.
7. To regularly review the levels of risk and develop appropriate safety plans, escalating to MARAC where necessary. To support the Multi Agency Risk Assessment Conference (MARAC) by ensuring accurate updates and the voice of the client is represented.
8. Proactively advocate for individuals ensuring barriers are minimised enabling them to access appropriate support.
9. To manage a varied case load, providing trauma informed support, working collegially with the integrated children's team to meet the needs of children and young people in service with a think family approach.
10. To signpost to, advocate or work in partnership with internal and external specialist providers to maximise opportunities for holistic support packages and the realisation of individual and family goals and outcomes.
11. To input accurate data onto the OASIS case management system ensuring it is kept updated with relevant information at all times.
12. To support service users to prepare for and access suitable and appropriate move on options. Ensuring service users are tenancy ready and confident to transition from temporary supported accommodation toward safe and independent living with resettlement support to help sustain their tenancy.
13. Undertake exit interviews with all service users to ensure safe exit from service, signposting as required.

The duties of this post may vary from time to time, without altering its overall nature.

This information is designed to help employees understand and appreciate their role within the organisation and across the partnership contract offer. The following points should be noted

1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore have been used which assume that all the usually associated routines are included.
2. Employees should not refuse to undertake any work, which is not specified on this form.

Personnel Specification (Essential Qualities required)

Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of working with vulnerable people in a domestic abuse/sexual violence or similar arena. ▪ Experience of partnership working and building and maintaining positive relationships with partners and stakeholders. ▪ Strong team working capabilities and ability to liaise and co-ordinate effectively with peers in the area to achieve objectives. ▪ Working knowledge of MARAC processes. ▪ Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic abuse and sexual violence. ▪ Must be able to communicate effectively both verbally and in written form with service users, colleagues and partners. ▪ Must show an ability to articulate views and ideas in a persuasive way ▪ Understanding of confidentiality and safe working practice in accordance with safeguarding legislation, General Data Protection Regulation and other legal requirements. ▪ To demonstrate a commitment to the principles of equal opportunity and diversity ensuring inclusivity across all aspects of service delivery.
Skills	<ul style="list-style-type: none"> ▪ To have a clear understanding of best practice in relation to providing support to service users going through the criminal justice and civil system (desirable) ▪ Must be able to keep up to date with current thinking, developments and research and incorporate these into service provision. ▪ Must be committed to ensuring the delivery of quality services taking specific account of the needs of clients. ▪ Possess IT skills, including use of Databases, Word, Outlook and Excel ▪ Ability to operate within a quality assurance framework, ensuring objectives and targets are met on time
Personal attributes	<ul style="list-style-type: none"> ▪ Able to speak a South Asian language (desirable) ▪ Must be a strong team player who possesses tact, diplomacy and negotiation skills, is resilient under pressure, and able to prioritise workload effectively. ▪ Able to reflect on practice and produce practical and creative solutions to issues and problems. ▪ Organised, with excellent planning skills. ▪ Must be empathic and non-judgmental in your approach. ▪ Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds. ▪ Ability to network, influence, and problem solve and apply solution focused approaches to increase access and safety and facilitate positive outcomes for individuals and families. ▪ Good crisis management skills and the ability to work effectively under pressure and to deadlines. ▪ Ability to deal with changing priorities and unique situations and respond effectively to these seeking to resolve issues/reduce risk promptly. ▪ Ability to work well within a team and responsibly on your own initiative, and of maintaining professional boundaries with clients and partner agencies.

	<ul style="list-style-type: none"> ▪ A can-do attitude with the commitment to see a project through to its completion. ▪ An understanding of the feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives. ▪ To demonstrate a commitment to the principles of equal opportunity and diversity ensuring inclusivity across all aspects of service delivery. ▪ Non-judgmental, non-directive and anti-discriminatory approach. ▪ Able to work at evenings and weekends occasionally when required in emergencies to support the managers. <p>Other</p> <ul style="list-style-type: none"> ▪ Must have a current driving license with access to a vehicle for work purposes. ▪ Must achieve a satisfactory enhanced DBS check.
Education / qualifications	<ul style="list-style-type: none"> ▪ Safelives accreditation or commitment to work towards achieving this.
Our values are – Inclusivity, Integrity, Passion and Drive	

Terms & Conditions of Employment

Job Title	Accommodation Domestic Abuse Support Worker		
Salary	£27,554 FTE per annum £28,735 FTE (Qualified IDVA)		
Hours of Work	37.5 hours per week, Monday to Friday (9am-5pm) The post holder may be required to work some unsocial hours.		
Annual Leave	30 Days (pro rata for part time employees) The annual leave year runs from 1 st April to 31 st March.		
Bank Holidays	8 Statutory Bank Holidays (pro rata for part time employees.)		
Pension	Staying Put offers an employer contribution of 3% to the company's stakeholder pension scheme with auto enrolment after 12 weeks. Employees can contribute on a regular basis to their pension plan.		
Well-being	Staying Put regards the health and well-being of their staff as pivotal to creating a healthy workforce. Therefore, Staying Put provides an Employee Assistance Programme (EAP) to all staff and a healthcare plan with GP access and discounted gym memberships for all staff confirmed in post. Agile Working and Flexible Working policies are in place to assist with work life balance.		
Employee Benefits	An employee discount scheme and financial wellbeing benefit, with access to financial coaches, are in place for all employees.		
Death in service benefit	2x annual salary		
Probationary Period	The post holder will need to satisfactorily complete a 6-month probationary period		
Expenses & Car Usage	Expenses are reimbursed in line with the expenses policy. 45p per mile is paid to staff that use their own vehicles for journeys they have to take in the performance of their duties		
Sickness	Years of service	Full pay	Half pay
	Up to probationary period	SSP Only	SSP only
	Post Probationary period	2 months	2 months