

## Role Profile

Working within our accommodation services the post holder will work directly with individuals who are in temporary supported accommodation due to experiencing domestic abuse and presenting with multiple and complex needs around mental health. 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. This specialist role will work directly with all agencies to create pathways of support and strengthen support networks for individuals, ensuring that individual 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 services for and advocate on behalf of domestic abuse survivors where mental health is the predominant need.
2. To establish positive, proactive and innovative working relationships with services providing mental health intervention and other partner agencies.
3. To support the Accommodation Teams with complex mental health related issues.
4. To plan and deliver sessions across refuges to support the recovery and help maintain wellbeing for all clients.

### 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 develop an effective working relationship with mental health services across the Bradford District.
2. To work with mental health services on the development of pathways and protocols to assist with the timely assessment of clients and to ensure the correct level of need is identified whilst having regard for their complex health needs.
3. Proactively advocate for individuals ensuring barriers around mental health are minimised enabling them to access appropriate support and protection.
4. To support Staying Put IDVAs and Domestic Abuse Support Workers to encourage service users to accept appropriate support to manage their mental health effectively, reducing the potential for conflict in refuge and to support them to maintain tenancies moving forward
5. To undertake face to face assessment of need and risk for individuals referred to the service and develop culturally appropriate individual packages of support including both practical and emotional support interventions.
6. Ensure effective access into accommodation services for women and girls with mental health needs and encourage their engagement with the service, through multi agency working.
7. To assess and lead the interventions required on behalf of the service user for any children and alleged abusers ensuring a whole family approach.

8. Participate in multi-agency working and focus groups when requested to do so and follow through on agreed appropriate actions that arise from these.
9. To develop support plans pertaining to mental health needs, providing short to long term support.
10. To signpost to, advocate or work in partnership with internal and external specialist providers in order to maximise opportunities for support 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. Work closely with Head of Operations & Client Care to identify gaps in the support provided by mental health services to domestic abuse survivors across the service and to actively advocate on their behalf.
13. To provide support to colleagues carrying cases involving complex housing needs/challenging situations.

*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)

<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ A minimum of 1 years' experience of working with individuals that have experienced issues around their mental health and wellbeing or in a mental health setting.</li> <li>▪ Experience of undertaking risk and needs assessment, safety and support planning, particularly with clients with complex/multiple needs.</li> <li>▪ An understanding of domestic abuse and the challenges faced by individuals and families when fleeing.</li> <li>▪ Experience of partnership working and of building and maintaining positive relationships with partners and stakeholders.</li> <li>▪ Understanding of confidentiality and safe working practice in accordance with safeguarding legislation, General Data Protection Regulation and other legal requirements.</li> <li>▪ An understanding of violence against women and girls (VAWG) with a particular focus on the dynamics of domestic abuse (Desirable).</li> <li>▪ Thorough knowledge of safeguarding practice, procedures, and legislation</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Must be able to keep up to date with current thinking, developments and research and incorporate these into service provision.</li> <li>▪ Strong team working capabilities and ability to liaise and co-ordinate effectively with peers in the area to achieve objectives.</li> <li>▪ Must be able to communicate effectively both verbally and written form with service users, colleagues and partners</li> <li>▪ Excellent listening skills</li> <li>▪ Must show an ability to articulate views and ideas in a persuasive way</li> <li>▪ Good crisis management skills and the ability to work effectively under pressure and to deadlines.</li> <li>▪ Proficient IT skills, including use of Databases, Word, Outlook and Excel</li> <li>▪ Ability to operate within a quality assurance framework, ensuring objectives and targets are met on time.</li> <li>▪ Ability to network, influence, and problem solve and apply solution focused approaches to increase access and safety and facilitate positive outcomes for women and children.</li> </ul>
<b>Personal attributes</b>	<p><b>Approach to work</b></p> <ul style="list-style-type: none"> <li>▪ Must possess tact, diplomacy and negotiation skills.</li> <li>▪ Be resilient under pressure and able to prioritise workload effectively</li> <li>▪ Must be empathic and non-judgmental in your approach</li> <li>▪ Organised, with excellent planning skills</li> <li>▪ Must be committed to ensuring the delivery of quality services taking account specific account of the needs of clients</li> <li>▪ Ability to work well independently on your own initiative and think creatively.</li> <li>▪ Work in a professional manner, representing the Company and maintaining professional boundaries with clients and partner agencies.</li> <li>▪ Enthusiastic with a proactive and innovative approach to work with a can-do attitude and the commitment to see a project through to its completion</li> </ul>

	<ul style="list-style-type: none"> <li>▪ 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</li> <li>▪ To demonstrate a commitment to the principles of equal opportunity and diversity ensuring inclusivity across all aspects of service delivery</li> <li>▪ Non-judgmental, non-directive and anti-discriminatory approach</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ Must have a current driving license with access to a vehicle for work purposes.</li> <li>▪ Must achieve a satisfactory enhanced DBS check.</li> </ul>
<b>Education/qualifications</b>	A recognised qualification in mental health (Desirable).
<b>Our values are - Inclusivity, Integrity, Passion and Drive</b>	

## Terms and Conditions of Employment

<b>Job Title</b>	<b>Mental Health Advocate (Fixed term 12-months maternity cover)</b>		
<b>Salary</b>	£27,554 - £28,735 per annum (Depending on qualification)		
<b>Hours of Work</b>	37.5 Hours per week The post holder may be required to work some unsocial hours. Flexible working – core hours are 10am until 4pm – see Flexible working policy.		
<b>Annual Leave</b>	30 Days (pro rata for part time employees.)  The annual leave year runs from 1 <sup>st</sup> April to 31 <sup>st</sup> March.		
<b>Birthday Leave</b>	Day off for your birthday in addition to annual leave		
<b>Bank Holidays</b>	8 Statutory Bank Holidays (pro rata for part time employees)		
<b>Pension</b>	Staying Put offers an employer contribution of 3% to the company's stakeholder pension scheme with auto enrolment after 12 weeks. Employees contribute 5% after enrolment.		
<b>Wellbeing</b>	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.		
<b>Employee Benefits</b>	An employee discount scheme and financial wellbeing benefit, with access to financial coaches, are in place for all employees.		
<b>Death in service Benefit</b>	2x annual salary		
<b>Probationary Period</b>	The post holder will need to satisfactorily complete a 6-month probationary period.		
<b>Expenses &amp; Car Usage</b>	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.		
<b>Sickness</b>	<b>Years of service</b> Up to probationary period  Post Probationary period	<b>Full pay</b> SSP Only  2 months	<b>Half pay</b> SSP only  2 months