

JOB DESCRIPTION

Job Title:	Domestic Abuse Key Worker
Date:	September 2019
Department:	Accommodation
Line Manager:	Specialist Case Manager
Grade/Pay Scale	£21,000 per annum
Location:	The Haven Wolverhampton - Refuge
Status:	Full Time – 40 Hours Per Week - Every employee is advised that their employment continues only as long as The Haven Wolverhampton remains able to fund it.

Job Purpose

- Domestic Abuse Keyworker will take a whole family approach to providing support. You will provide immediate and on-going support within accommodation services for women children and young people escaping Violence & Abuse. You will ensure a safe, secure environment and, through Personal Support Planning. Respond appropriately to the needs and risks of the women and children and enable them to make informed choices leading to safe move on.
- Proactively working to support clients to manage risks and implement safely plans and improve financial, physical and emotional wellbeing. You will also address additional support needs relating to Sexual Violence, mental health, substance use, and physical health and offending behaviour.
- A High level of client contact and work with external agencies and community-based organisations.
- Actively develop links and positive working relationships with agencies across the city.
- To provide support in refuge in line with The Haven’s policies and procedures and comply with housing legislation and requirements of funders.
- To enable women to access the appropriate support related to welfare benefits, legal advice, housing options and employment. You will help women to access all appropriate internal and external support services.

- To work in line with the requirements, specification and contract details of the Violence and Abuse contract and will closely follow the performance indicators conditions.
- Your role will have a substantial focus on User Participation in every aspect of your work.

Scope of Job – Main Tasks, Duties and Responsibilities

- Provide case working support to Service Users. Be part of a key working system offering a variety of flexibility, choice and control for those escaping Violence & Abuse.
- Work proactively to seek out solutions to problems with solution focused approach to team meetings.
- Supporting and encouraging volunteers and students on placement to develop skills and experience through formal process, supervision and direction.
- Follow all legal, procedural and policy requirements, including the Health and Safety and Risk Assessment policies.
- Ensure that case files are updated and reviewed regularly for accuracy and quality and compliance.
- To undertake Helpline Training and be required to undertake referral and admissions process.
- Keep regular contact with all relevant housing support providers and single referral forums operating within the city to optimise the opportunities for service users to secure accommodation and support appropriate to their needs and to develop move on plans to secure independent living and sustainment of tenancies.
- To provide support and information to MARAC and multi-agency meetings.
- Prioritising Safeguarding of families, attending TAF meetings, completing relevant Early Help assessments as well as referrals to MASH when needed.
- To provide on-going support and information to service users.
- To explain options for engagement during admissions and offered as part of outcomes and are offered again at every review.
- To work and deliver support in such a way that promotes service users independence, dignity and choice at all times and be accountable for the decision making process.
- Through your work ensure that the needs and views of children and young people are represented at each stage throughout service provision.
- Through effective support planning, risk and additional needs assessments early identify of other factors such as mental ill-health, substances misuse, safeguarding and debt and immigration issues, this will improve support planning and a sustained move on process.
- Signpost service users to specialist support, including but not exclusively to debt, participation opportunities.
- To offer support according to service user needs identified through assessments. Support planning, time, location and duration of support is dictated by service user's support needs identified by them in their management plans which set timescales to achieve outcomes and fresh review dates. Milestones within their journey are recorded after each review using a visual aid so the service user can see their distance travelled.

- Be aware of key responsibilities and reporting duties for Health & Safety and Environmental issues.
- To bring to the notice of the Line Manager any instances of perceived failure of a provider to deliver the agreed level of service.
- To work in an interactive way by having regular family contact in the living areas where appropriate.
- To present reports, summaries, updates as requested.
- To participate in the On Call Rota
- Follow procedures ensuring voids and bad debt are kept to a minimum and managed efficiently.
- Support with Helpline by taking and logging calls from direct referrals and external agencies.
- To work across the project at different locations when required.

General Duties and Responsibilities

- To undertake such other duties, training and/or hours of work as maybe reasonably required, and which are consistent with the general level of responsibility of this job.
- To work across the various accommodation sites as required.
- To have personal responsibility for maintaining personal and professional development to meet the changing demands of the job and The Haven, by undertaking appropriate training and development activities. This includes encouraging and supporting staff and managers in their training and development.
- To undertake any health and safety training and related activities such as First Aid, Fire Marshall, Duty Hold, Health & Safety representative etc. as required for the post and as required by The Haven Wolverhampton to ensure their Health & Safety Policy is implemented effectively.
- To ensure equality of opportunity both in service provision and employment, having regard to the needs of the diverse communities we serve.
- To act in accordance with the organisations standing orders, financial regulations and financial procedures.
- To supervise and support volunteers and placement as required
- To comply with legislation and The Haven's policies including Confidentiality, Information Sharing, Data Protection, Computer Security, Safeguarding vulnerable adults and children, and Human Rights.
- To undertake any other duties commensurate with the grading of the post subject to reasonable adjustment under the Equality Act.
- The duties of the post may change and develop from time to time in the light of new legislation, The Haven's Policies, organisational development and social trends. Such development will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

Special Conditions (if applicable e.g. unsociable hours, extensive travel etc.)

- Able to work unsociable hours on occasions if required to undertake internal Haven activities or external continued professional development activities.

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Signed (Jobholder) _____

Print Name _____ **Date:** _____

PERSON SPECIFICATION

The Person specification provides a list of essential and desirable criteria which a candidate should possess to be able to perform the job. Each of the criteria listed below will be measured through one or a combination of the following: A = Application form/CV; I = Interview; D = Documentation; R = References and T = Test.

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> • Experience of working within a women’s refuge setting. • Experience of completing assessment tools including Needs and Risk Assessments, DASH • Experience of Working in a multi-agency setting (both adult and child/ren) • 2 years minimum recent experience of effectively key working victims in similar setting • Experience of working with survivors of sexual abuse/violence. 	<ul style="list-style-type: none"> • Experience of working within the voluntary/charitable sector. • Experience of supervising and supporting staff/volunteers/placements • Helpline calls and referrals on helpline 	<p>A I R</p>
Knowledge & Understanding	<ul style="list-style-type: none"> • Knowledge of legal, statutory, regulatory and good practice requirements applicable to the provision of supported housing. • Demonstrate a knowledge and understanding of the statutory and voluntary services that this client group needs to access (both adult and Child/ren services) • Knowledge of understanding the needs of victims of domestic violence. • Awareness of risks associated with working in an environment with those affected by Violence and Abuse. • Knowledge of the support needs and support planning of women and children experiencing Violence and Abuse. • Working knowledge of the relevant housing law and welfare benefits that apply to women and children using the service 	<ul style="list-style-type: none"> • Knowledge of the voluntary / charitable sector • Understanding of issues/barriers to engagement for survivors of abuse. 	<p>A I R T</p>
Skills & Abilities	<ul style="list-style-type: none"> • Ability to work as part of a team and individually, to meet targets and deadlines. 	<ul style="list-style-type: none"> • The ability to speak one or more of the community languages of Wolverhampton 	<p>A I</p>

	<ul style="list-style-type: none"> • Demonstrate holistic case key working with mother and child/ren • Undertake desktop reviews with peers and progressively demonstrate learning and development into key working role • Excellent communication skills include written, verbal and listening. • Ability to write reports and presentations • IT literacy and working knowledge of Microsoft Office or equivalent. • Ability to establish effectively working relationships with external agencies • Ability to work under pressure and potentially volatile environment 		R
Qualifications & Training	<ul style="list-style-type: none"> • Minimum Level 3 Qualification in Working with Survivors of Domestic Violence or equivalent • Evidence of Continuous Development i.e. Annual Safeguarding Training • Immigration and No Recourse to Public Funding 	<ul style="list-style-type: none"> • Eclipse and Early Help Training – will be provided • Supervising Volunteers effectively 	A I D
Other Special Requirements	<ul style="list-style-type: none"> • Able to work unsociable hours on occasions if required to undertake internal Haven activities or external continued professional development activities • Be committed to the aims and objectives of The Haven Wolverhampton in supporting women and any dependent children who are homeless through reasons such as domestic violence. 		I