

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Sessional Family Support Worker (Days and Out of Hours)</b>
<b>Department:</b>	<b>Service Delivery</b>
<b>Line Manager:</b>	<b>Accommodation Manager</b>
<b>Grade/Pay Scale</b>	<b>£9.30 per hour Living Wage Rate</b>
<b>Location:</b>	<b>Refuge Accommodation</b>
<b>Status:</b>	<b>Sessional, ad-hoc hours</b>

### Job Role

To provide out of hours and sleep in cover on a rota system in The Haven's Emergency 24 hour Refuge Accommodation.

To take a whole family approach to providing support. Provide immediate and on-going support within accommodation services for women children and young people escaping violence and 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 resettlement.

Your role will have a substantial focus on user participation in every aspect of your work.

You will help women to access all appropriate internal and external support services.

### Main duties and responsibilities

- To undertake Helpline Training and be required to undertake referral & admissions process
- 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 and abuse.
- Work proactively to seek out solutions to problems with solution focused approach to team meetings.
- Supporting and encouraging volunteers to develop skills and experience through formal process 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.
- 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.
- 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 issues, this will improve support planning and a sustained move on process.
- Signpost service users to specialist support, including but not exclusively to debt advisor, resettlement service, 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 Senior Support Worker 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.

### **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 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.

- To support hostel staff in ensuring the well-being of residents and their children working directly with our client group, including working within the hostels if required using the skills associated with the job.
- 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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<b>Signed</b>			
<b>Print Name</b>		<b>Date:</b>	

**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.

<b>Job Title:</b>	Family Support Worker	<b>Job Purpose:</b> To take a whole family approach to providing support. 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 resettlement. Your role will have a substantial focus on User Participation in every aspect of your work. You will help women to access all appropriate internal and external support services.

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> <li>• Experience of working within a women refuge setting.</li> <li>• Experience of completing assessment tools including Needs and Risk Assessments, DASH</li> <li>• Experience of Working in a multi-agency setting</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within the voluntary/charitable sector.</li> <li>• Experience of supervising and supporting staff/volunteers/placements</li> </ul>	A I R
Knowledge & Understanding	<ul style="list-style-type: none"> <li>• Knowledge of legal, statutory, regulatory and good practice requirements applicable to the provision of supported housing.</li> <li>• Demonstrate a knowledge and understanding of the statutory and voluntary services that this client group needs to access</li> <li>• Knowledge of understanding the needs of victims of domestic violence.</li> <li>• Awareness of risks associated with working in an environment with those affected by Violence and Abuse.</li> <li>• Knowledge of the support needs and support planning of women and children experiencing Violence and Abuse.</li> <li>• Working knowledge of the relevant housing law and welfare benefits that apply to women and children using the service</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the voluntary / charitable sector</li> </ul>	A I R T

Skills & Abilities	<ul style="list-style-type: none"> <li>• Ability to work as part of a team and individually, to meet targets and deadlines.</li> <li>• Excellent communication skills include written, verbal and listening.</li> <li>• Ability to write reports and presentations</li> <li>• IT literacy and working knowledge of Microsoft Office or equivalent.</li> <li>• Ability to establish effectively working relationships with external agencies</li> <li>• Ability to work under pressure and potentially volatile environment</li> </ul>	<ul style="list-style-type: none"> <li>• The ability to speak one or more of the community languages of Wolverhampton</li> </ul>	A I R
Qualifications & Training	<ul style="list-style-type: none"> <li>• Level 3 Qualification in Working with Survivors of Domestic Violence or equivalent</li> </ul>		A I D
Other Special Requirements	<ul style="list-style-type: none"> <li>• Able to work unsociable hours on occasions if required to undertake internal Haven activities or external continued professional development activities</li> <li>• 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.</li> </ul>		I