

JOB DESCRIPTION

Job Title:	Domestic Abuse Key Worker
Department:	Accommodation
Line Manager:	Refuge Senior
Grade/Pay Scale	£9.30 per hour from 1st April 2020 Living Wage Rate applies
Location:	Refuge Accommodation
Status:	Sessional, ad-hoc hours – to support 24/7 cover

Job Role

As a Sessional Family Support Worker, you will take a woman-centred approach to proactively support them and their children to improve their financial, physical and emotional wellbeing whilst they are residing in Haven accommodation. You will ensure safety of residents, working across our accommodation on a sessional basis to ensure support is available 24 hours a day 7 days a week.

Main duties and responsibilities

- To work with women to support their emotional wellbeing, and provide the tools to do so in safe accommodation in which to develop their independence safety
- To support women and advocate for them as needed, providing advice on and practical issues
- Complete risk assessments with women and implement support plans with women based upon their needs, setting objectives that are achievable and sustainable
- Work with women to identify support needed, and work with women to ensure the support needed is given via The Haven services or other identified agencies
- Prioritise the safeguarding of children and adults, making referrals to statutory agencies as needed
- As part of induction into accommodation, work with women to ensure that they have a good understanding of policies and procedures
- Work with women to gain their independence, dignity and choice at all times and accountability for the decision-making process.
- Work with Mothers to ensure that the needs and views of children and young people are identified, and work and liaise with CYP staff to meet those needs.
- Work with women to quickly identify other factors such as mental ill-health, substance misuse, safeguarding concerns, debt and immigration issues, and make referrals as required to other identified agencies to implement suitable effective support.
- To attend and coordinate multi agency meetings on behalf of clients representing their needs and highlighting any concerns.
- Maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.

- Discuss and identify with clients, their hopes and needs, creating an agreed action plan for positive change
- Identify services, agencies and professionals that will assist the client to achieve the set goals agreed in the action plan, e.g. work, education and training organisations, housing bodies, support groups, therapists, etc.
- Support and assist clients to access the agreed services, agencies and professionals, including accompanying them to appointments as necessary.
- Be aware of key responsibilities and reporting duties for Health & Safety and Environmental issues
- Advocate for women and children, challenging other agencies where needed to ensure women and children are at the forefront for all agencies involved
- To present reports, summaries, updates as requested
- Work with women to ensure that accommodation charges are affordable and work to minimise voids and debts
- Support Helpline by taking and logging calls from direct referrals and external agencies, supporting with inductions into accommodation as required.
- To work across the project at different locations when required.
- Have a flexible approach to working hours and work as 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 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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Signed			
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.

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FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> • Experience of working within a women refuge setting or similar setting. • Experience of Working in a multi-agency setting 	<ul style="list-style-type: none"> • Experience of working within the voluntary/charitable sector. • Experience of supervising and supporting staff/volunteers/placements • Experience of completing assessment tools including Needs and Risk Assessments, DASH 	A I R
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 • 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. 	<ul style="list-style-type: none"> • Knowledge of the voluntary / charitable sector 	A I R T

	<ul style="list-style-type: none"> Working knowledge of the relevant housing law and welfare benefits that apply to women and children using the service 		
Skills & Abilities	<ul style="list-style-type: none"> Ability to work as part of a team and individually, to meet targets and deadlines. 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 	<ul style="list-style-type: none"> The ability to speak one or more of the community languages of Wolverhampton 	A I R
Qualifications & Training	<ul style="list-style-type: none"> Level 3 Qualification in Working with Survivors of Domestic Violence or equivalent 		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