

HARV Domestic Abuse services JOB DESCRIPTION and PERSON SPECIFICATION

Post:	<u>BAME Family Housing Support Worker</u>
Responsible to:	HARV Housing Service Manager
Hours:	36.5 hours per week
Salary:	£20,500 per annum with 8% pension contribution

JOB PURPOSE:

This post will work in an integrated team within HARV Housing and HARV Domestic Abuse Services.

This worker is to undertake Specialist Support for Families, in relation to their accommodation needs. The worker will focus on BAME service users and will provide specialist support to these families giving additional support to enable access to statutory and non statutory services.

To be actively involved in ensuring the health and safety of everyone involved in the service.

The role involves empowering survivors to increase their options, make positive choices/decisions, increase their confidence, safety and recovery in relation to their accommodation.

MAIN OBJECTIVES:

- The worker will aim to support families who have experienced domestic abuse (women and children in refuges/safe houses and women and men in an outreach setting) with a person centred package of specialist trauma informed support.
- The worker will provide support to families and individuals who are seeking refuge or other safe accommodation.
- The worker will support families whilst they are living in HARV refuges/safe houses and with follow on service, to support the transition between refuge/safe house accommodation and re-integration in the community.
- The worker will ensure that support will be available to each family and will complete a CAF when necessary for each family.
- The worker will seek to meet the cultural and language needs of people with complex needs accessing the service.
- The worker will provide short term support for households when they are moving into independent tenancies.
- The service is to be delivered in a refuge/safe house and/or on an outreach basis within Hyndburn and Ribble Valley.

The worker will support and work with women and their children who have experienced domestic violence. These responsibilities include:

- Championing service user empowerment and involvement by ensuring our services:
 - a) Are accessible to all potential service users;
 - b) Value and respect service users as the experts of their experience;
 - c) Work in strength-based and solution-focused ways with clients;
 - d) Facilitate agreed actions into practice; and
 - e) Use service user feedback and involvement to improve our service
 - f) Have a trauma informed family approach

- The worker is to provide information and support to service users on issues such as housing, education, health, employment, counseling, welfare benefits, legal rights and other relevant issues
- Respond to emergency and crisis situations by providing telephone support, advice, signposting or direct face to face interventions as necessary.
- Conducting risk and needs assessments and developing individual support/action plans
- Making referrals and advocating on behalf of service users as required, both to external agencies and the Emily Davison Centre Internal services.
- Ensuring that performance is upheld in relation to relevant quality standards and frameworks
- Liaising with relevant statutory, voluntary and other agencies as appropriate
- Ensuring service user records are maintained and treated in line with policies and procedures
- Maintaining service user records on the electronic database – Oasis).

2. General duties

- The general duties of the position include:
- Acting in accordance with the organisations policies and procedures.
- Work in a manner which positively promotes the aims and objectives of the organisation.
- Positively upholding and promoting organisations feminist ethos and commitment to equality, diversity and anti-discriminatory practices
- Compliance with the Health and Safety at Work Act, and taking reasonable care of personal safety and that of other persons and resources whilst at work
- Attend and participate in regular training when required
- Attend and participate in regular supervision, staff and other meetings as necessary and attending management committee meetings when required.
- Carrying out your own administrative duties
- Undertaking any duties consistent with the post as may be reasonably requested by the Senior Managers, the Chief Executive and Board of Trustees

This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.

HARV is committed to safeguarding and promoting the welfare of children, young people and adults at

risk of abuse, and expects all staff and volunteers to share this commitment.

HARV is committed to Equal Opportunities.

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

PERSON SPECIFICATION

Personal requirements –

Qualifications, Training and Experience		
1	A relevant qualification IDVA, youth work, social work, housing or equivalent experience	E
2	Safeguarding training/first aid training	E
3	Practical experience of working with children and families experiencing domestic abuse	E
4	Experience of supporting families or individuals in accommodation settings	E
5	Experience of assessing risk and safety planning	E
6	Interpretation qualification	D
Skills		
1	High level of interpersonal skills with both children, young people and parents	E
2	Effective communication skills with colleagues and external agencies	E
3	Ability to identify and respond to the emotional needs of families and prioritise workload	E
4	Administrative and report writing skills including benefit applications	E
5	Experience of delivering family support programs – strengthening families etc	E
6	Clean driving license and use of a car for work purposes	E
7	Knowledge of implementing health and safety procedures and safe working practices	E
8	Knowledge of immigration law/legislation	D
9	Knowledge of housing legislation and advocacy experience	E
9	Ability to write case notes and use electronic case management system	E
10	Ability to speak the community languages of Hyndburn and Ribble Valley – Urdu Punjabi	E
Aptitude		
1	Ability to work as part of a small multi professional team	E
2	Ability to work under pressure and in stressful situations	E
3	Caring, non-judgmental and empowering approach	E
4	Ability to respond flexibly to the needs of the service and to prioritise situations and circumstance	E
5	Willingness to undertake training, identifying own training needs	E
6	Ability to work un supervised and to use own initiative	E
7	Proven track record of working in a housing setting	E