

## STAFFORDSHIRE WOMEN'S AID

### JOB DESCRIPTION

<b>Job Title</b>	<b>Homelessness and Resettlement Support Practitioner</b>
<b>Salary:</b>	<b>£21,322 - £23,541 per annum pro rata (salary will be set dependent upon qualifications and experience)</b>  This role is a fixed term contract for 12 months
<b>Hours:</b>	<b>30 hours per week</b>
<b>Responsible to:</b>	<b>Team Leader, Service Manager and Chief Executive</b>
<b>Job Purpose</b>	The Housing and Resettlement partnership role at Staffordshire Women's Aid works through a dedicated domestic abuse specialist practitioner who acts as a Single Point of Contact for the Housing Options Team. The aim of the role is to achieve solutions for women at risk of homelessness or homeless who have a background of domestic and/or sexual violence.

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

### JOB DETAILS

#### Core Functions, Duties & Responsibilities

##### Core Requirements:

- To work as part of the Staffordshire Women's Aid team in providing information, support, advice, refuge and help with resettlement for women and their children experiencing or escaping domestic abuse.
- To support the aims and principles of Staffordshire Women's Aid in empowering and supporting women and their children who have experienced domestic abuse to make their own decisions and take control of their lives.
- Take all possible steps to ensure the safety and confidentiality of the users, staff, volunteers and management of Staffordshire Women's Aid.

##### Specific Duties:

- Contact service users who have been allocated to you in a timely and professional manner.
- Listen to the needs of the Service User, offering a trauma informed approach and develop a support plan accordingly.
- To provide emotional and practical support to women who are homeless or have been at risk of homelessness due to domestic violence.

- To work alongside women in accessing support from a range of agencies to help seek and secure safe long-term accommodation.
- To support women in resettling in the community.
- To liaise with a range of relevant agencies in helping access women's rights, particularly in regard to safe accommodation and housing.
- To act as a key contact for the Housing Options Teams at Stafford Borough Council, Cannock Chase District Council and South Staffordshire District Council in regard to women who have experienced domestic violence, and who are homeless or at risk of homelessness.
- To work alongside the Housing Options Teams, sharing knowledge and building relationships which will help meet women's needs.
- To work with the Housing Options Teams in responding to women's needs and seeking solutions.
- To make referrals for refuge accommodation and other accommodation where appropriate.
- To work with local agencies, such as those focussing on homelessness and rough sleepers, to help develop pathways to the support we can offer.
- Highlight the needs of survivors and promote the professionalism of Staffordshire Women's Aid.

#### **General Responsibilities:**

- Manage a caseload.
- Maintain and monitor the notes and records of all cases.
- Follow procedures, policies, and protocols with other services so that the safety of the service user is kept central at all times.
- Advocate on behalf of service users, supporting them to access other agencies and support networks.
- Contribute to the development of service policies, protocols, guidelines and strategies within area of practice as necessary.
- To participate in organisational and team meetings.
- To attend and contribute to supervision sessions.
- To provide specialist advice to other workers and agencies, including participation in delivery of training sessions where required.
- To be aware of how to access resources available, regarding interpreters, signers, etc.
- To contribute accurate information, case studies and support figures to help monitor and evaluate the effectiveness of the Homelessness and Resettlement service.
- To be familiar with all aspects of the work of Staffordshire Women's Aid
- Work flexibly as a member of the team and be responsive to changing needs.
- To undertake appropriate and on-going training throughout the duration of the role as required.
- Work within the policies and procedures of Staffordshire Women's Aid and the project and demonstrate a commitment to their values, mission statement, aims, principles and ethos.
- Maintain agreed levels of confidentiality familiarising yourself with GDPR and other covering policies and legislation.
- Undertake any other duties that fall within the nature of the role and responsibilities of the post holder.

### **Variation Clause**

Staffordshire Women's Aid reserves the right, following consultation with the member of staff, to vary, add or alter any of the terms and conditions of employment attached to this post.

This job description will be review annually and may need to be revised according to the priorities of current workload with the agreement of the Board of Trustees and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal.

### **General Information and Conditions of Service**

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Staffordshire Women's Aid contributes a sum equivalent to 3% of the annual salary to the company pension scheme following successful completion of 3 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time of in lieu is to be taken in consultation with line manager.

## HOMELESSNESS AND RESETTLEMENT SUPPORT PRACTITIONER

### PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education graduate level or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in housing or homelessness sector</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge and understanding of the nature of domestic and sexual violence.</li> <li>• Experience of working with a range of statutory, non-statutory and voluntary agencies</li> <li>• Experience of working with vulnerable adults or children.</li> <li>• Experience of working with homeless people.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with Staffordshire Women's Aid</li> <li>• Experience of working within the violence against women and girls' sector</li> </ul>
<b>Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>• Knowledge of adult and child safeguarding issues, legislation and best practice</li> <li>• Understanding of the need and ability to maintain professional notes and records of your interactions and interventions with service users</li> <li>• Proficient at using Information Technology including Windows, Microsoft Office, email and the Internet</li> <li>• Understanding the need for professional confidentiality and its boundaries, in relation to service delivery, legal, ethical and safeguarding issues</li> </ul>	<ul style="list-style-type: none"> <li>• Specialised knowledge about housing law and legislation</li> <li>• An understanding of the need for accurate monitoring</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Able to prioritise own workload and deal with competing demands</li> <li>• Ability to use line management and supervision</li> <li>• Good communication skills, verbal, nonverbal and written</li> <li>• An ability to put the service user central to all processes</li> <li>• An understanding of inequality and a dedication to anti-oppressive working</li> <li>• Ability to work on own initiative, in partnership and as part of a team</li> <li>• Professionalism</li> <li>• A full driving licence and use of a vehicle</li> <li>• Good sense of humour</li> <li>• Compassionate</li> </ul>	



# Staffordshire Women's Aid

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	<ul style="list-style-type: none"><li>• Flexible and adaptable</li></ul>	
<b>Other</b>	<ul style="list-style-type: none"><li>• Must be prepared to carry out any duties that help Staffordshire Women's Aid to deliver a compassionate and professional service.</li><li>• May be required to work unsocial hours and occasional weekends</li></ul>	