

**WOMEN'S HOMELESSNESS SUPPORT PRACTITIONER  
JOB DESCRIPTION**

<b>Job Title</b>	<b>Women's Homelessness Support Practitioner</b>
<b>Salary:</b>	<b>£25,959 - £28,660 per annum</b> <b>£21,048 - £23,238 pro rata per annum</b> (salary will be set dependent upon qualifications and experience)
<b>Hours:</b>	<b>30 hours a week</b>
<b>Responsible to:</b>	Accommodation Service Manager and will also be responsible to the Operations Manager, Chief Executive and Board of Trustees.
<b>Job Purpose</b>	<p>The Women's Homelessness Project at Staffordshire Women's Aid works through a dedicated domestic abuse specialist support practitioner who acts as a Single Point of Contact for the Housing Options Team at Stafford Borough, Cannock Chase District and South Staffordshire District Councils. The aim of the role is to address barriers and find solutions for women at risk of homelessness, or who are homeless, due to domestic and/or sexual violence.</p> <p>You will carry out needs and risk assessments and deliver specialist one-to-one support with the aim of finding safe accommodation and signposting to relevant services to meet individual need. You will work closely with all three Local Authority Homelessness Teams, and in partnership with other local agencies as required.</p>

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 Requirements:**

- To work as a committed member of the Staffordshire Women's Aid team.
- To support the aims, values and working principles of Staffordshire Women's Aid, and to work in alignment with Staffordshire Women's Aid's Policies and Procedures.
- To take all possible steps to ensure the safety and confidentiality of service users, staff, volunteers and management of Staffordshire Women's Aid.
- To promote equality and value diversity.

## **DUTIES AND RESPONSIBILITIES OF THE POST:**

- Contact service users who have been allocated to you in a timely and professional manner.
- Listen to the needs of the service users, offering a trauma informed approach and developing support plans accordingly.
- To provide emotional and practical support, including safety planning, housing related support and expert information and advice to women who are homeless, or are at risk of homelessness due to domestic violence/sexual 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 local 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/sexual 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 safe 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.
- To ensure service user voices and experiences are central to service delivery.
- To signpost and refer to other local specialist agencies for expertise when required.
- To attend the Council's vulnerable hub meetings, and other partnership meetings as required.
- To monitor and evaluate activities as directed and ensure internal case management systems are updated.

## **General Responsibilities:**

- To have a clear understanding of, and to implement, all policies and procedures relating to SWA.
- To attend managerial and clinical supervision as required.
- To share responsibility for covering the Help Line during office hours as required, making sure there is cover throughout the day when needed.
- As this role is based between the Women's Centre and the Refuge, there may be additional refuge duties as required to help provide cover in times of staff shortage and to assist in the everyday running of the refuge.

- Work flexibly to allow us to offer the best service possible to service users, this will involve working some evening/ weekend sessions.
- Attend team and service meetings as required and collaborate with colleagues in achieving team and organisational objectives.
- Attend relevant training/ conferences / workshops in line with identified professional objectives.

### **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 reviewed 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.

It is in the nature of the work of Staffordshire Women's Aid that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work.

Please be aware that you will be required to undertake a DBS check, and may be required to undertake additional security checks to work in some settings.

A full driving licence and access to a vehicle are essential requirements of the post.

### **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

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education or equivalent experience.</li> <li>• Further training or experience in Violence Against Women and Girls, domestic violence and/or sexual violence</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 girl's sector</li> <li>• Experience of risk assessment and management</li> <li>• Experience of lone working</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>• Understanding of the effects of abuse on women and their children</li> <li>• Understanding the need for professional confidentiality and its boundaries, in relation to service delivery, legal, ethical and safeguarding issues</li> <li>• A knowledge of legal rights, support and protection available to victims of domestic abuse</li> <li>• An understanding of inequality and a dedication to anti-oppressive, trauma informed working.</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>• Willingness to be creative in approach to working women and families.</li> <li>• Ability to work on own initiative, in partnership and as part of a team.</li> <li>• Proficient at using Information Technology including Windows, Microsoft Office, email and the Internet.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working pro-actively, using advocacy to represent the voices and needs of service users.</li> </ul>

	<b>Essential</b>	<b>Desirable</b>
<b>Other</b>	<ul style="list-style-type: none"> <li>• May be required to work some evenings, and occasional weekends.</li> <li>• Will be required to do occasional helpline shifts.</li> <li>• You will be expected to travel to meet Service User needs and a driving licence, access to a vehicle and business insurance is essential.</li> </ul>	<ul style="list-style-type: none"> <li>• A sense of humour</li> </ul>