

# WESTCOUNTRY HOUSING ASSOCIATION

## JOB DESCRIPTION

**Job Title:** Relief Children's Worker

**Location:** Women's Refuge, Torbay

**Responsible to:** The Project Manager

### Background

Westcountry Housing Association has a new contract with Torbay Supporting People to provide residential support to women who have had experience of domestic abuse. You will be working within the Supporting People and the Tenant Services Authority regulatory frameworks and to Best Practice guidance.

### The Refuge

The existing refuge is a large house for Women who have had experience of domestic abuse. Some of the women live there with their children.

As part of the newly commissioned service we will be providing an additional seven units of support dispersed throughout Torbay.

As well as the need for a safe and protected environment the women and children have a wide range of support needs. Many come to the project from chaotic backgrounds, and all of them require a period of stability and support so that they can move on towards more independent and fulfilling lives.

### Main Purpose of the Role

The Children's Support Worker will provide support services to families and children, to help them recover from the traumatic consequences of witnessing or experiencing domestic abuse. By empowering and supporting mothers and their children the Children's Support Worker will work to minimise and prevent as far as possible their future development being impaired by their experiences.

They will contribute to the achievement of Torbay's Domestic Abuse Strategy 2008-11 and maintain a commitment to the development and delivery of high quality support services around domestic abuse which are responsive to the needs of the client group.

To work closely with all members of the Women's Refuge Team as part of a coordinated programme of support to ensure the delivery of an effective service to those families who enter the scheme.

### Essential Duties and Responsibilities

- Develop positive relationships with women and children in order to offer them support that meets their individual needs and work with them to achieve mutually agreed goals.
- Contribute positively towards the five key themes with Every Child Matters:
  - Being healthy
  - Staying safe
  - Enjoy and achieve
  - Making a positive contribution
  - Achieve economic wellbeing

- Represent the Refuge in a variety of multi-agency meetings to assist decision-making, achieve consistency, ensure that its policies and views are understood, and enlist the help and support of other agencies.
- Support the development of multi agency initiatives that develop services for children and young people at risk of domestic abuse.
- Work with the management team to secure long term funding for this post.

### **Supported Housing Policies**

- Comply with the Association's corporate and supported housing policies and procedures, specifically Lone Working, Boundaries and Confidentiality policies.

### **Equality and Diversity**

- Apply equal opportunities and anti-discriminatory practice, ensuring that all services are made as accessible to service users as possible.

### **Working with Women and Children**

- Create and maintain good working relationships with all support agencies relevant to the project.
- Provide specialist expertise about children who have been affected by domestic abuse within a multi agency context to support preventative work.
- Develop positive relationships with the children and young people and develop age appropriate support plans.
- Provide support to the mothers to promote the wellbeing of their children
- Work alongside other relevant agencies and assist families to re-engage with mainstream services to live successfully within their local communities.
- Involve children and young people in the development of the project and explore creative ways of facilitating their involvement.
- Work flexible hours as necessary, to meet any assessed need.

### **In Relation to Support Needs**

- Work proactively and persistently with children and families that are difficult to engage, using a variety of methods, in order to gain their trust and address their behaviour.
- Encourage, empower and support adults, children and young people so their development is not unavoidably impaired by their experience relating to domestic abuse.
- Support family members to develop the skills required to be part of the family unit without the need for additional support in the longer term.
- Attend and participate in case conference and interviews, as appropriate.
- Work in compliance with the terms and conditions of the contract (including those relating to risk assessment, health and safety, adult and child protection and quality standards) and to achieve the objectives of the project.

### **Health & Safety**

- Comply with the Association's Health and Safety policies by ensuring the safety of self, service users, and others when on duty.

### **Additional Tasks and Duties**

- Maintain an up to date working knowledge of relevant legislation, policy and procedures associated with the delivery of services within the project.
- Contribute to the formulation and review of WH's supported housing policies and procedures.

- Carry out other duties consistent with the above which may be reasonably requested from time to time.

## **Westcountry Housing – Organisational Competencies**

### ***Achieving Results***

Able to explain the aims and objectives of the business.

Able to translate the business objectives into the achievement of the aims and objectives of the department, project or scheme.

Able to explain how own role contributes towards achieving the aims and objectives of the business.

### ***Providing Direction***

Is non discriminatory in all dealings with staff, partners and stakeholders and recognise and promote the value of a diverse workforce.

Ensure compliance with, and the promotion of, the Group's Equal Opportunities and other equality policies.

### ***Working with People***

Build and use an effective network of contacts to ensure co-operation with internal and external customers.

Support and assist team members and other members of staff within the Group.

Share experience and information with others for the benefit of the team and the organisation.

Understand the priorities and needs of other members of the team.

Participate effectively in team meetings and team decisions.

Support team decisions, even if personal views differ.

Help to facilitate good teamworking relations within the team and the Group.

### ***Personal Skills***

Demonstrate effective, active listening skills.

Identify and select appropriate communication channels, eg e-mail/face to face/written.

Use clear, concise and logical language when speaking/writing and avoid jargon.

Effectively deal with conflict and hostile situations.

Negotiate effectively using influencing, persuading skills.

Display confidence in own judgement to reach appropriate decisions within field of operation.

Be creative and innovative when solving problems.

### ***Managing Self***

Prioritise work to meet tight deadlines.

Be flexible to meet new deadlines.

Make good use of time to effectively juggle a number of activities.

Manage a varied workload.

Pay attention to detail.

Keep up to date with changes in policies, procedures and processes in the workplace.

Be pro-active in identifying own training and personal development.

### **Facilitating Change**

Demonstrate support for innovation and change needed to improve organisational effectiveness.

Facilitate the implementation and acceptance of change within the workplace.

## **Use of Resources**

Review methods of working to enhance the service to customers and achieve value for money.

Proficiently use:

- Word/Excel 2003
- Outlook 2003
- Appropriate business information systems

## **General Responsibilities:**

### **1. Confidentiality**

The post holder must maintain confidentiality of information about staff and residents and the Group's business and be aware of the Data Protection Act 1998.

### **2. Standards of Business Conduct**

The Group expects all employees to maintain the highest standards of personal and business conduct at all times. The Group staff handbook sets out the Group's expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Hatfield House, Torquay.

### **3. Health & Safety**

All employees should be aware of the responsibility placed on them under the Health & Safety legislation, to ensure that the agreed safety procedures are carried out to maintain a safe environment.

### **4. Equality & Diversity**

The Group is opposed to direct and indirect discrimination and aims to promote equal opportunities throughout the Group. Any employee of the Group is required to treat all colleagues, customers, stakeholders and partners equally, regardless of race, gender, disability, sexual orientation or religious belief.

All employees must abide by the Group's Equal Diversity Policy and Strategy – a copy is available upon request from the Human Resources Department at Hatfield House, Torquay

### **5. No Smoking**

The Group operates a non-smoking policy in offices.

### **6. Training and Development**

To attend appropriate training courses and supervision meetings as required.

### **7. Communication**

To attend staff and team meetings.

## **Purpose of a Job Description**

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible the Group reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.

April 2009

WESTCOUNTRY HOUSING ASSOCIATION  
PERSON SPECIFICATION

**Post of Relief Children's Worker – Women's Refuge, Torbay**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications and ability</b>	<p>Good pattern of education</p> <p>Ability to proficiently use Microsoft Word 2003 and Excel</p> <p>Ability to produce case notes for Service Users</p> <p>Able to provide evidence of competency of work with children and families</p>	<p>A Levels or equivalent</p> <p>Qualification in Working with Children/Mental Health/Drug &amp; alcohol/ Housing Management/ Counselling/Domestic Abuse (IDVA training)</p> <p>NVQ 2 Supported Housing</p> <p>BSL at either Level 1,2 or 3 ADVA Level 1 or 2</p>
<b>Experience/ Knowledge</b>	<p>Relevant experience of working in supported housing environment, community or social work</p> <p>Understanding of domestic violence and the needs of women and children who have experience of domestic abuse</p> <p>child development</p> <p>child protection issues/procedures</p> <p>lone working, boundaries and confidentiality issues.</p> <p>Awareness of Health and Safety and Risk Assessments</p>	<p>Experience of housing associations, supported housing, or support agencies</p> <p>Experience of Drug and Alcohol misuse</p> <p>Mental Health issues</p> <p>Young people</p> <p>Ex-offenders</p> <p>Welfare Benefits</p> <p>Debt</p> <p>Knowledge of First Aid</p>
<b>Relevant Skills</b>	<p><u>Skills</u></p> <p>Interpersonal Communication Skills</p> <p>Customer Service</p> <p>Team Building</p> <p>Planning &amp; Organisational</p> <p>Motivating and Empowering</p> <p>Judgement and Decision Making</p> <p>Listening</p> <p>Time Management</p> <p>Assertive skills in behaviour and communication</p> <p><u>Abilities</u></p> <p>Manage crisis</p> <p>Work under pressure</p> <p>Confidential Information</p>	<p>Advanced Communication Skills</p>
<b>Other Requirements</b>	<p>Access to a vehicle or the ability to use public transport to be able to travel on Group business</p> <p>Ability to work with confidential information</p> <p>Commitment to Equality and Diversity</p>	



## **GENERAL INFORMATION**

### **POST OF FEMALE RELIEF CHILDREN'S WORKER**

#### **TORBAY WOMEN'S REFUGE**

Westcountry and Tarka Housing are members of Westward Housing Group, a non-profit making and one of the largest developing housing groups in the area, with more than 6000 properties in management and a turnover in excess of £20 million. The Group is a charity providing a wide range of housing for families, single people, the elderly and those with additional support needs.

The Group's Head Office is at Hatfield House, Hatfield Road, Torquay.

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|-----|--|---|
| 1.  | Closing Date for completed application forms | Open  |
| 2.  | Interview Date                               | To be arranged  |
| 3.  | Salary Scale                                 | £9.13 per hour  |
| 4.  | Hours of Work                                | As and when required by agreement with the manager of the project and yourself.   |
| 5.  | Annual Leave                                 | 20 days per annum to include statutory holidays, (pro rata). Payment of annual leave is made on a quarterly basis and is calculated on the hours you have worked in the period. |
| 6.  | Pension Scheme                               | A contributory staff pension scheme is available.   |
| 7.  | Location                                     | This post will be based at the Torbay Women's Refuge.   |
| 8.  | Smoking                                      | A no smoking policy is operated throughout all the Group's offices.   |
| 9.  | Criminal Record Check                        | The successful applicant for this post will be subject to an Enhanced Criminal Record Check.  |
| 10. | Female Applicants Only                       | This post is exempt under Section 7(2)e of the Sex Discrimination Act.  |

September 2009