

WESTCOUNTRY HOUSING ASSOCIATION

JOB DESCRIPTION

Job Title: Relief Female Project Worker

Responsible to: The Project Manager

This is 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 Housing Corporation's 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 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.

The Project Workers offer support to women both within the existing Refuge and, as outreach workers, to those living in the dispersed units

Main Purpose of Job

To work within the team and with the residents in the refuge itself, and in the dispersed units, to create and maintain a safe and secure environment for all women and children.

Assisting residents with planned move-on in due course.

To contribute to the establishment of good practice and quality standards in relation to service delivery for WHA support services

To work within the Supporting People Administering Authority and Housing Corporation's best practice guidance and regulatory framework.

To carry out any duties as may reasonably be required, at the direction of the project manager.

Principle Tasks and Duties

Encourage an environment of safety and empowerment for the women and children who enter the service.

Work with a caseload of women and develop individual support plans, and subsequent support plan reviews, ensuring residents' support needs have a highly individual emphasis and are met in accordance with their support plans.

Foster the active participation of the residents in the day to day running of the service.

Liaise with relevant local agencies and stakeholders in order to promote the project as a resource for Torbay.

Maintain a working knowledge of significant developments and trends in the field of domestic violence.

Essential Duties and Responsibilities

Supporting People:

- Maintain up to date knowledge of Supporting People QAF criteria, welfare benefits, housing law and other relevant legislation.
- Implement and adhere to quality standards of support
- Ensure support needs of clients are met through individual assessment, one to one support and regular review of support plans and risk assessments.
- Comply with risk management procedures.
- Comply with referral and allocation processes.
- Promote close working ties with all referring agencies, housing and support providers to facilitate joint working to the benefit of all parties.
- Maintain clear and up to date records and statistics in relation to all duties, including computer records.
- Prepare and produce reports and correspondence in relation to all duties.

Supported Housing Policies

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

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 Clients

- Create and maintain good working relationships with all support agencies, and stakeholders.
- Ensure all clients receive appropriate induction to the service and understand their rights and responsibilities as recipients of the service.
- Provide one to one support for a specified number of clients.
- Assist service users to obtain appropriate welfare benefits
- Provide advice and guidance to service users on a range of subjects to include:
 - All Aspects of Domestic Abuse
 - Rights and obligations relevant to the property
 - Move on options: tenancy requirements/occupancy obligations
 - Welfare Benefits
 - Maintaining full benefit entitlement
 - Budgeting
 - Life skills
 - Participation in community life
 - Socially acceptable behaviour

- Leisure, employment and training opportunities
- Promote and encourage service user participation and consultation.

In Relation to Support Needs

- Liaise closely with the appropriate support services providing support to vulnerable people.
- Encourage clients to develop the skills required to live safe lives within their accommodation, and maintain this without support in the longer term.
- Establish service and participate in meetings with appropriate Advisors and referral agencies.
- When the need for support ceases or extends beyond the timescales of this service, to liaise with the project manager to ensure the appropriate transfer of women both into and out of the service.
- To work with other agencies including social workers, probation officers, and community psychiatric nurses to establish and support self-help and leisure activities, encourage integration within the community, encourage and support of advocacy and volunteer befriending services to service users.
- To attend and participate in case conference and interviews, as appropriate.

Liaison

Police, Probation Service, Safer Communities Torbay
DSS, and Housing Benefit Office.
Social Services.

Local Authority Housing Department, Riviera Housing

Publicity, promotion of project (through written materials and regular liaison with appropriate agencies).

Managers and workers of neighbouring schemes.

Administration and Finance

Ensure effective and accurate completion of all administrative tasks.

Provide information and reports for the monitoring, evaluation, assessing and target setting of the project as required.

Work at all times within the policies and procedures of Westcountry Housing Association.

Westcountry Housing Association – 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 Associations 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 Association.
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 Association.

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

Understand the relationship of budgetary constraints and resources. Monitor expenditure and resources to ensure spending is within own budget and make modifications as necessary.

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

Proficiently use:

- The Association's I.B.S. system
- Microsoft 97 Word/ Excel
- Outlook 2000
- Powerpoint (not all people)

General Responsibilities:

1. Confidentiality

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

2. Standards of Business Conduct

The Association expects all employees to maintain the highest standards of personal and business conduct at all times. The Association's staff handbook sets out the Association'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 Association is opposed to direct and indirect discrimination and aims to promote equal opportunities throughout the Association. Any employee of the Association 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 Association'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 Association 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 Association 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.

**WESTCOUNTRY HOUSING ASSOCIATION
PERSON SPECIFICATION
Post of Relief Project Worker – Women’s Refuge Torbay**

	ESSENTIAL	DESIRABLE
Qualifications and ability	<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>GCSE English Language and Maths (or equivalent) at Grade C or above</p> <p>Qualification in either Mental Health/Drug & alcohol/ Housing Management/ Counselling/Domestic Abuse CAADA or IDVA</p> <p>NVQ 2 Supported Housing</p> <p>BSL at either Level 1,2 or 3</p> <p>ADVA Level 1 or 2</p>
Experience/ Knowledge	<p>Experience of working with Domestic Abuse</p> <p>Relevant experience of working in supported housing environment, community or social work</p> <p>Knowledge of the Supporting People Process in the following key areas:</p> <p>Accommodation</p> <p>Finance</p> <p>Health</p> <p>Daily Living Skills</p> <p>Economic and Emotional Well Being</p> <p>Safety & Security</p> <p>Homeless</p> <p>Persons Legislation</p> <p>Understanding of lone working, boundaries and confidentiality issues.</p>	<p>Experience of housing associations, supported housing, or support agencies</p> <p>Experience of</p> <p>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>Working with Children</p> <p>Delivering Outreach Support</p>
Relevant Skills	<p><u>Skills</u></p> <p>Interpersonal Communication Skills</p> <p>Customer Service</p> <p>Team Building</p> <p>Planning & 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>
Other Requirements	<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 RELIEF PROJECT WORKER

TORBAY (WOMEN'S REFUGE)

Westcountry and Tarka Housing are members of the Westward Housing Group, which is 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 Receipt of Completed Application Forms | Open |
| 2. | Interview Date | To Be Arranged |
| 3. | Salary Scale | £9.13 per hour |
| 4. | Hours of Work | Hours as and when required by agreement with the manager of the project manager 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