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| Job Title: |  Domestic abuse emergency accommodation Out of Hours Support and Security Bank Staff | Travel Required: | Potential travel between sites whilst on shift if required  |
| Location: | Domestic Abuse Accommodation Site located in Sandwell | Position Type: | Until November 2023 |
| Service area: | Domestic Abuse Accommodation Services  | Level/Salary Range: | £8.91 per hour  |
| Responsible to: | Head of Accommodation Services  | Working Hours | Working on a shift basis around evenings and weekendsEvening shift 4.30pm -9.30am (Sleep in)Day shift 9am -5pm |
| Special Conditions |
| * Occasional work to oversee accommodation services out of hours
* To work as part of a Rota as required
* Attendance at meetings on evenings and weekends

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| Job Brief |
| Black Country Women’s Aid (BCWA) provides emergency accommodation for victims of violence and abuse in need of temporary safe accommodation. This is not considered a victims permanent home and the service will work within appropriate legislation Homeless Reduction Act 2017, Homelessness Act and Housing Act to ensure that BCWA fulfil their legal responsibilities.The service is funded by Sandwell Council as part of their supported housing provision.The service manages and provides 41 units of accommodation ranging from houses in multiple occupation, individual flats and houses as well as group schemes .The service is accessible 24 hours a day.This is a challenging role that requires, excellent interpersonal skills and the ability to engage with stakeholders, and clients on all levels. The work in summary includes: * The overall delivery of a high quality trauma informed service for victims of domestic abuse and their children leaving violence and abuse living in temporary accommodation;
* Ensuring that the accommodation is fit for purpose, meets health and safety requirements and is safe at all times
* Ensuring that the security measures of the accommodation sites are maintained and upheld at all times in line with agreed procedures/protocols.
* Ensuring that the service is delivered in line with current legislation, agreed procedures/protocols and performance targets
* Ensuring that services reflect the victims voice and that they are at the heart of everything that BCWA does
* Maintaining partnerships and positive relationships with all stakeholders
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| **Working for BCWA** |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for. The Out of Hours Support and security bank staff must possess the leadership, skills and commitment to challenge abuse and violence within our society acknowledging that victims are faced with many barriers to living free from violence and abuse. Victims of violence are at the heart of everything we do.   BCWA listens, supports and cares  |
| Commitment to safeguarding  | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |

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| **Principle Duties** |
| 1  | **Meeting the Strategic Objectives of Black Country Women’s Aid:**1. To be responsible for delivery and implementation of professional services that incorporate supportive and preventative strategies to equip service users/ victims/ survivors to keep them safe and free from abuse
2. To be compliant with GDPR procedures and principles
3. To develop/ respond to innovative ways of working with victims of interpersonal violence based on good practice and evidence based research.
4. To be an active participant of the relevant strategic plans( Accommodation Specific Service) plans to ensure that it is reflective of client’s needs;
5. To represent the organization professionally at all times internally and externally, maintaining the high standards and values BCWA holds.
6. To ensure that high standards of service are maintained and in accordance with the standards, policies and procedures of BCWA
7. To develop a culture and systems that promote equality and value diversity;
8. To ensure that accommodation services work as an effective team and are fully integrated internally and externally with all other BCWA services;
9. To work within the aims and objectives Black Country Women’s Aid.
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| 2 | **Governance and Accountability** * Formal reporting to the Head of Service as required
* Formal reporting to external partners in line with agreed reporting framework for both internal and external performance management/monitoring
* Attendance at relevant stakeholder meetings
* Adherence to the policies and procedures of BCWA including BCWA case management procedures and regular case review reviewing standards of service, effectiveness of intervention and client feedback.
* Maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.
* Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
* Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice
* Provides feedback to your clients/agencies.
* To ensure effective communication across all services and with other BCWA services the Executive Director is informed at all times of any issues that affect the effective delivery services within this service.
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| 3 | **General Housing Management*** Under take general housing management duties to ensure the smooth running of the emergency .accommodation in the evenings and weekends.
* Take referrals for emergency accommodation during the evening and weekend and liaise with the on call manager to ensure they meet the specific criteria for accommodation in line with the eligibility criteria.
* Complete new admissions to refuge during the evenings/weekends This includes completion of license agreement and house rules and complete documents for welfare benefits.

**Intensive Housing Management*** Maintain oversight of the client’s adherence to the license agreement and House Rules during the evening and weekend and where necessary explain their legal, financial and occupancy responsibilities.
* Where breaches of licence agreement occur during the evening and weekend make contact with the necessary authorities e.g. police to ensure that all parties within the accommodation are safe and secure, make contact with the local housing department of their risk to others if they are requesting an immediate removal and make contact with any other agencies appropriate for the individual/ client’s needs.
* Follow up on any actions regarding understanding and submission of rent payments and other charges including receiving cash as means of payment. This is to be handled in accordance with BCWA financial procedures.
* Where appropriate receive emergency payments from a variety of sources such as cash payment via section 17 or cash grants to ensure clients can purchase essential items.
* Ensure that clients living within the emergency accommodation have access to essential items such as food, clothing and medication to live safely and with dignity
* Follow up on any actions regarding legal status eg leave to remain working with the DAISW

**Security of the Accommodation*** Undertake routine inspection of accommodation during the evening and weekend to ensure that the accommodation is kept at a high standard and is safe throughout avoiding delays in re-letting.
* Identify repairs and report these in accordance with the repairs reporting procedures. Where the repair is an emergency make contact with approved contractors and manage the repair keeping all clients within the accommodation safe at all times.
* Making sure that clients maintain the standards of accommodation during their stay and address any immediate concerns regarding any damage caused by clients or their children. Report any damage to senior management and advise of costs reimbursement. Seek property repair if damage significant.
* Manage any contractors working on the premises during the evening and weekend. These will be pre-booked/arranged in advance unless an emergency.
* Ensure that all equipment is fully functioning and clients understand how to use them safely. Report any breakages or damage to equipment to senior management.
* Oversee and manage the security systems and clients compliance to avoid any compromise to the high standards of security and safety of other clients.
* Control access to the building during the evening and weekend ensuring that only has agreed clientele is on site at any time.
* Overall management and oversight of all security measures including CCTV, door control entry, use of fobs.
* Manage access to professionals to the building at the evening and weekend monitoring visitors, including contractors and professionals, and by carrying out health and safety and risk assessments as appropriate.
* Manage client relations particularly where there are tension, disputes and complaints in accordance with BCWA policies and procedures.

**Care and Support*** Be an active member of the handover process taking on the interim care and support needs of clients for the evening and weekend duration in line with the clients support plan.
* Ensure that work is focused on building confidence and self-esteem for safety in the immediate and longer term.
* Ensure the support is empowering to the client and assists them in recognising the features and dynamics of domestic abuse present in their situation, and help them regain control of their lives.
* Work with clients to build confidence to make decisions that are safe for themselves and their children, follow the Signs of Safety models of practice and impact of decisions
* Respond appropriately to the diversity of the emergency accommodation community.
* Raise concerns/ report as missing where a client is absent or fails to return to the accommodation via routine Safe and Well calls. This may be to the police or to other agencies as appropriate. Address any immediate risks to self/children or to others \* Identify any specific safeguarding concerns and respond appropriately to the relevant agencies, this includes completion of Multi agency referral form, Multi agency risk assessment conference or adult safeguarding  or police ( this list is not exhaustive)
* Where crisis occurs during the out of hours and weekend address immediate needs of the client and other residents, this could include self-harm, misuse of substances, medical emergencies, accidents (this list is not exhaustive)
* Support the lead case worker to manage their case load undertaking specific tasks identified via the handover process.
* Regularly review risk either as incidents/issues occur during the evening and weekend or to support the case worker using evidence based risk identification checklist. Where appropriate put in place short to medium crisis intervention and ensure handover to the case worker.
* Address clients practical and support needs during the evening and weekend and in line with the support plan
* Support and consolidate any advice and guidance regarding facilitating a move to alternative/more secure accommodation enabling a stable and secure home.
* During the evening and weekend, ensure access to a range of agencies both statutory and non-statutory for clients so they get the right help from the right agencies.
* Provide/ coordinate where necessary advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance.
* Provide information to report into multi-agency partnership structures and a multi-agency setting which includes referral and representation at MARAC’s.
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| 4 | **Being a part of an Effective Workforce*** To take responsibility for meeting contractual requirements
* To be a part of a high quality support team working individually and collectively and being held to account for actions and decisions appropriate to position.
* To be an effective team member communicating effectively in a variety of ways.  Responsible for ensuring employees are communicated effectively e.g. team meetings
* To undertake appropriate training and development to ensure skills are updated and refreshed as appropriate.
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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with** |
| 1  | \*\*All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions. |
| 2 | You will be responsible for ensuring safeguarding systems and safe working practices are embedded across all accommodation, responsible to ensure your own safeguarding training is up to date and that of staff you are responsible for  |

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| **Important information**  |
| 1  | This job description will be subject to review as part of the annual appraisal process. The post holder will expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Executive Director may feel necessary from time to time |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

# Person Specification

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| **Qualifications and Experience: You are required to:**  |
| 1 | Minimum level 3 qualification in a related field or GCSEs English and Mathematics – Grade C or above |
| 2 | Evidence of continuing professional development and relevant professional qualifications/training |
| 3 | Experience of working within homelessness/ supporting people/ care setting preferably within an accommodation setting |
| 4 | Experience of direct work with vulnerable adults and responding to their needs |
| 7 | Experience of working in partnership with external agencies both statutory and voluntary. |

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| **Knowledge: You are required to:**  |
| 1 | Knowledge of the issues facing women, children and young people affected by violence against women along with the ability to identify women’s individual and collective needs |
| 2 | Knowledge of complex needs including problematic substance use and harm reducing interventions. |
| 3 | Knowledge of relevant Safeguarding Adults and Children legislation |
| 4 | Knowledge of Health and Safety, GDPR compliance and management  |
| 5 | Knowledge of homelessness legislation, access to public funds and other entitlements relevant to this client group/vulnerable/homeless people  |
| 6 | Knowledge of human resources procedures when managing/supervising employees |
| 7 | Knowledge of financial systems and ability to interrogate, analyse and accurately record and report  |
| **Skills/ and abilities: You are required to:**  |
| 1 | Excellent communication skills with the ability to communicate effectively* with service users and statutory, voluntary and other stakeholders
* verbally and in writing
* advocating for service users, raising awareness of gender violence issues and representing Black Country Women’s Aid
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| 2 | Ability to be creative “think outside the box” to respond to changing needs and circumstances  |
| 3 | Ability to critically assess own and others performance and experience of delivering services to meet quality standards and agreed outcomes and outputs |
| 4 | Ability to produce reports to a high specification |
| 5 | Ability to work independently and within a team, to plan and manage a complex workload, meet deadlines, problem-solve and respond to unplanned demands |
| 6 | A broad base of administrative skills including; Word, Excel and using databases |

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| **Character and Personal qualities: You will be required to:**  |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives |
| 2 | Confident, assertive, positive individual committed to helping people achieve their potential and representing everything that Black Country Women’s Aid standards for  |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering women |
| 4 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others |
| 5 | Confident to challenge practice in a constructive and solution focused way and where necessary take formal action |
| 6 | Highly organized and efficient and able to manage time/tasks effectively and respond to immediate pressures |

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| **Other Requirements: You will be required to:**  |
| 1 | Be eligible to work in the UK |
| 2 | Able to work at evenings and weekends to participate in the Out of hours On Call rota |
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# Version control and Sign off

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| Job Description produced by:  |  Sara Ward | Date Produced | 31/07/18 |
| Job Description reviewed by: | Chereene Love  | Date reviewed  | 03/11/2021 |