## Role information

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| Job title: | Domestic Abuse Intervention Support Worker | Travel required: | Own car required |
| Location: | All Domestic Abuse Accommodation Site located in Sandwell | Position type: | Full time |
| Service area: | Domestic Abuse Accommodation | Salary: | £19,968- £21,168 |
| Responsible to: | Head Of Accommodation Services | Working hours: | 37.5 hours  ( Monday-Friday, 9am- 5pm) |

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| Additional requirements | Organisational benefits |
| * May require some work outside of normal office hours * Full driving license with willingness to use own vehicle * DBS check to be undertaken * Eligibility to work in the UK * Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female * The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director, such a group work and presentations * This job description will be subject to review as part of the annual appraisal process * Attendance meetings * Attendance at training set out by Head of Accommodation services | * Mileage allowance * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 22 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service * Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days * Bi-annual staff away days * Regular internal newsletter created by staff * Time off in lieu (TOIL) when overtime is required * 5% employer contribution to pension |

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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 occupuncy, individual flats and houses as well as group schemes .The service is accessible 24 hours a day.The contract with the council places requirements on BCWA to prioritise residents from Sandwell in a 1st available void system after which accommodation can be provided to other victims in other areas. The service is required provide an active referral process, search and locate facility for victims who BCWA have not been able to accommodate to ensure that they too find a place of safety.This is a challenging role that requires, excellent interpersonal skills and the ability to engage with stakeholders, and clients on all levels.  * Ensure the 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 service is delivered using evidence based interventions and is outcome focused for women and children * 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 * Partnerships and maintaining 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 organization and all it stands for.  The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. 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 vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.  Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.  All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions. |
| Equality and diversity | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.  BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service. |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data.  All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** | |
| 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 support the delivery and 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 support a culture and system that promote equality and values 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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| **Governance and Accountability** | |
| 1 | Formal reporting to the Head of Service as required |
| 2 | Formal reporting to external partners in line with agreed reporting framework for both internal and external performance management/monitoring |
| 3 | Attendance at relevant stakeholder meetings ( where required) |
| 4 | 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. |
| 5 | Maintain accurate and confidential case management records and databases and contribute to monitoring information for the service |
| 6 | Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work. |
| 7 | Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice |
| 8 | Provides feedback to your clients/agencies. |
| 9 | To ensure effective communication across all services and with other BCWA services and the Head of Accommodation services are informed at all times of any issues that affect the effective delivery services within this service. |

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| **General Housing Management** | |
| 1 | Ensuring that the emergency accommodation is allocated to those meeting the eligibility criteria for refuge |
| 2 | Ensuring that the accommodation allocated on a short term basis meets the client’s needs |
| 3 | Ensuring that from the time of accepting the accommodation via self/ agency referral that all the necessary documentation and license agreement is completed with attention to detail |
| 4 | Ensuring that all clients influence the development of the service to ensure that it is reflective of the changing needs of victims of violence and abuse. |
| 5 | Ensuring that complaints and issues are dealt with in accordance with BCWA policies and procedures. |
| 6 | Ensure the smooth running of the accommodation particularly where facilities and buildings are shared with other clients |
| 7 | Ensure that clients support needs are met and the risk of homelessness reduced. |
| 8 | Responsible or the overall quality of service including the management and development of services where appropriate meeting external/ national standards |

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| **Intensive Housing Management** | |
| 1 | Ensuring that all clients have had the license agreement and House Rules explained and they understand their legal, financial and occupancy responsibilities. |
| 2 | Ensuring that clients are fully aware of their responsibilities to abide by the license agreement and house rules or nonpayment of funds to cover their stay in the accommodation. |
| 3 | Ensuring that all clients have an understanding of the charges incurred whilst living within the accommodation on a short term/license basis. |
| 4 | Ensuring that all clients make the appropriate payments to cover their stay within the accommodation and payments are on time |
| 5 | Ensure that clients have access to the correct welfare payments for funding of their stay within the accommodation including living costs, this includes assisting/making claims for housing benefit, universal credit, social/welfare loans ( this list is not exhaustive) |
| 6 | Ensuring that where clients have no access to public funds that the appropriate applications are made to secure leave to remain/ access to financial support. This may include applications for DDV concessions or applications for other funds such as Children Act Section 17 (this list is not exhaustive). |
| 7 | Ensuring that clients with rent arrears understand their responsibilities and work to reduce arrears and take up support with budgeting as appropriate within BCWA accommodation and/or other accommodation as this may influence their allocation to more secure accommodation. |
| 8 | Ensuring that there is a regular inspection of accommodation to ensure that the accommodation is maintained to a high standard and swift turnover as demand is high avoiding delays in re-letting. |
| 9 | Ensuring that any repairs or improvements are carried out and completed to a high standard. |
| 10 | Ensuring that the fixtures and fittings are maintained to a high standard and replaced and costs reimbursed in line with the license agreement where appropriate. |
| 11 | Ensuring that people are aware of their rights under their occupancy agreement. |
| 12 | Offering advice and guidance on keeping property to a reasonable standard of hygiene |
| 13 | Ensuring that there is a regular system of health and safety checks to ensure that the building, its contents and the clients/staff and contractors are kept safe at all times. |
| 14 | Ensuring that clients know how to use equipment made available safely. |

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| **Security of the Accommodation** | |
| 1 | Ensuring that clients are aware of the security systems and terms of the license agreement to fully comply and not compromise the security and safety of clients living within the schemes or singular accommodation |
| 2 | Ensure that there is the accommodations controlled access is appropriately managed ensuring that only has agreed clientele is on site at any time. |
| 3 | Ensuring management and oversight of all security measures including CCTV, door control entry, use of fobs |
| 4 | Ensuring that all present on site are kept safe by monitoring visitors, including contractors and professionals, and by carrying out health and safety and risk assessments as appropriate. |
| 5 | Ensuring the smooth running of the accommodation where there are multiple clients and their children. Addressing any tension, disputes and complaints in accordance with BCWA policies and procedures. |

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| **Care and Support** | |
| 1 | Ensure that all work is focused on building confidence and self-esteem to keep women and children safe in the immediate and longer term. |
| 2 | 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. |
| 3 | Ensure respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all. |
| 4 | Manage a case load ensuring each client receives the appropriate service individual to their needs. |
| 5 | Ensure that all clients risks are identified and assessed using evidence based risk identification checklist. Where appropriate put in place short to medium crisis intervention whilst in short term accommodation but plan and prepare longer tem safety plans |
| 6 | Ensure that clients practical and support needs are identified and a joint support plan developed with clear lines of accountability and responsibility. The support plan should be empowering and achievements at the clients own pace |
| 7 | Ensure high quality advice and guidance facilitating a move to alternative/more secure accommodation enabling a stable and secure home. |
| 8 | Ensuring access to a range of agencies both statutory and non-statutory for clients so the get the right help from the right agencies. Where necessary coordinate the support and assistance and take the Lead Professional role to ensure that the client gets the best service possible for herself/ and her children. |
| 9 | Ensure provision of advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance. |
| 10 | Work within multi-agency partnership structures and a multi-agency setting which includes referral and representation at MARAC’s. |
| 11 | Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for victims of domestic abuse |
| 12 | Be responsible for the delivery of one to one and group work targeted domestic abuse intervention sessions. |
| 13 | To participate in the delivery and evaluation of structured activities. |
| 14 | To work across the portfolio of accommodation sites as required. |

# Person Specification

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| Qualifications and Experience | | Essential Criteria | Desirable Criteria | How Measured   * A – application * I – interview * T – test * R – references * E – evidence (ID, certificates) |
| 1 | Educated to degree level or equivalent GCSEs English and Mathematics – Grade C or above | \* |  | A, E |
| 2 | Evidence of continuing professional development and relevant professional qualifications/training | \* |  | A, E |
| 3 | Experience of working within homelessness/ supporting people/ care setting preferably within an accommodation setting | \* |  | A, R, I |
| 4 | Experience of direct work with vulnerable adults responding to their needs | \* |  | A, R, I |
| 5 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets |  | \* | A, I |
| 7 | Experience of working in partnership with external agencies and representing an organisation at stakeholder meetings |  | \* | A, I |

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| Knowledge | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Knowledge of the Violence Against Women and Girls Strategy and the gendered nature of violence | \* |  | A, I |
| 2 | Knowledge and understanding of the impact of the nature of domestic abuse and its effects on victims and children and why perpetrators use abusive behaviors in relationships. | \* |  | A, I |
| 3 | Knowledge and understanding of the impact of domestic abuse on parenting. |  | \* | A |
| 4 | Knowledge of Surrounding Vulnerabilities, such as Substance misuse and mental health problems and understanding of how to support victims and families with complex needs. |  | \* | A |
| 5 | Knowledge of the range of statutory and voluntary agencies with which victims of domestic abuse may come into contact. |  | \* | A, I |
| 6 | Knowledge and understanding of the criminal justice system in relation to domestic abuse and other legal options available. |  | \* | A, I |
| 7 | Knowledge of relevant Safeguarding Adults and Children legislation | \* |  | A, I |
| 8 | Have knowledge and experience of applying health and safety, GDPR compliance and management | \* |  | A, I |
| 9 | Knowledge of homelessness legislation, access to public funds and other entitlements relevant to this client group/vulnerable/homeless people |  | \* | A |
| 10 | Experience in delivering workshops focusing on targeted domestic abuse interventions. |  | \* | A, I |
| 11 | Understanding of trauma informed approaches | \* |  | A, I |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 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 | \* |  | A, I |
| 2 | Ability to be creative “think outside the box” to respond to changing needs and circumstances | \* |  | A, I |
| 3 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. |  |  | A, I |
| 4 | Demonstrable ability to use Microsoft Office (Word, Excel, Outlook, Access, Teams) and other virtual platforms | \* |  | A, I |
| 5 | Maintain professional boundaries and know when to seek management guidance and support when required | \* |  | A, I |
| 6 | Ability to work under pressure and to plan and prioritise time and resources when competing demands arise. | \* |  | A, I |

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| Personal Attributes | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives | \* |  | A, I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion | \* |  | A, I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse | \* |  | A, I |
| 4 | Organised, proactive and consistent delivery of work | \* |  | A, I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others | \* |  | A, I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work |  | \* | A, I |

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| Other Requirements | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required |  | X | A, I |
| 3 | Eligible to work in the UK | x |  | E |

# Version control and Sign off

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| Job description produced by: | Name Chereene Love  Role -Head of accommodation services | Date Produced | 04.05.2022 |
| Job description reviewed and approved by: | Name  Role | Date Approved |  |