



JOB DESCRIPTION

Post:	Domestic Abuse Specialist Resettlement Worker - Housing Solutions Service
Contract:	Full-Time, Fixed Term (until the 31/03/2025)
Salary:	£33,277 p/a (NJC Scale range 19 - 22) Inc. LW + pensions and other benefits
Hours:	35 hours per week excluding breaks (Monday-Friday)
Annual Leave:	34 days per year, including Bank/ Statutory Holidays
Probation Period:	6 months
Period of Notice:	4 weeks
Responsible to:	Lead Resettlement Worker

An enhanced DBS check is required for this post as the post holder will be directly working with vulnerable adults.

JOB PURPOSE

As a Resettlement Worker and Domestic Abuse Specialist, you will work in person and remotely with clients who have support needs, in particular, those who are survivors of domestic abuse. In conjunction with other members of the Partnership, you will support our clients to engage with services and find accommodation solutions. You will work in a person-centred way to get the best prevention, relief and support outcomes for the client.

MAIN DUTIES

To work with our RMG colleagues to ensure that all HSS clients experience a welcoming and safe environment, whether face to face or remotely, that takes into account their support and cultural needs.

- To work with clients with support needs, to engage with their prevention, relief or advice goals by:
 - Agreeing with them a support plan to deliver the actions identified in the Personalised Housing Plan.
 - Undertaking specific short term interventions to progress a client's prevention or relief goals, including providing advice and support to enable individuals to improve their health and wellbeing.

- Providing advice and signposting to support clients to access relevant housing and wider support services.
 - Working in partnership with RMG Caseworkers to deliver holistic housing and support service.
 - Providing support to clients to access private rented and supported accommodation options.
 - Referring to specialist internal and external support services as appropriate, including health, addiction and employment services.
 - Working with our Welfare specialists to maximise client income and to address any issues with benefits or employment.
- To help clients maintain accommodation by referring them to suitable services in their local area.
 - To actively take part in team debriefs, facilitated discussions and reflective practice to develop the necessary skills and support in carrying out client work.
 - To actively manage a client caseload, participating in caseload reviews, maintaining accurate casework records on Partnership databases and working in a timely fashion and within relevant legislation and Partnership policies and procedures.
 - To handle incidents effectively, prioritising the safety of staff and clients and dealing with them in an appropriate and sensitive manner that considers the clients' needs at all times.

DOMESTIC ABUSE SPECIALISM

- To deliver a personalised, Trauma Informed service that is solution and outcome focused. To ensure that survivors of domestic abuse experience a service that takes into account their specific experiences and emotional/other needs.
- To complete DASH and MARAC forms with our clients (where appropriate) and refer to specific agencies as required.
- To have a full working knowledge of national domestic abuse services available to support clients. To have a good working knowledge of other organisations that could provide support to domestic abuse survivors such as the police, probation and LGBTQ+ support services.
- To work with and build effective partnerships with domestic abuse specialist services across London to support our clients and to inform practice and policy development, including but not limited to the IDVA, Advance and MARAC.
- To effectively signpost domestic abuse perpetrators to specialist support services.
- To deliver training sessions both in-house and to partner agencies to maintain and develop staff skills in supporting domestic abuse clients throughout the partnership.

GENERAL RESPONSIBILITIES

- With your line manager, to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the strategic aims and objectives of The Passage and the HSS Partnership.
- To participate in internal/external meetings as required, and attend training events, conferences and other functions as necessary.
- To participate in regular supervision, reflective practice and annual appraisal, and help in identifying your own job-related development and training needs.
- To ensure that all The Passage and Partnership policies and procedures are being adhered to, particularly those relating to Health and Safety, Code of Practice Data Protection and Confidentiality.
- To contribute to the effective implementation of The Passage's Diversity and Equality Policy.
- To at all times undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of The Passage¹ and the Partnership.
- Undertake any other duties that may be required which are commensurate with the role.

Note: The details contained in this Job Description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change as service, service users and funders needs change. Consequently, The Passage will revise this Job Description as required in consultation with post holders.

CRIMINAL RECORDS CHECKS

The Passage aims to promote equality of opportunity for all with the right mix of talent, skills and potential. The Passage welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

As The Passage meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

¹**Vincentian Ethos** As a Vincentian organisation, The Passage strives to be inclusive; encompassing a diverse and rich culture from within our members, clients, volunteers and staff. This approach is reflected in our core Values and it is important that all staff have respect for this. (refer to full Vincentian Ethos Statement).

Person Specification **Domestic Abuse Specialist Resettlement Worker**

This person specification sets out the essential abilities and qualities which are used in the selection criteria for the post. When completing your supporting statement please address criteria E1 to E5 and K1 to K4 demonstrating your understanding and knowledge, and give evidence of your experience and abilities.

EXPERIENCE

- E1** Experience of face to face working with vulnerable or socially excluded adults.
- E2** Experience of working collaboratively with voluntary, statutory and private sector agencies.
- E3** Experience of assessing client needs and delivering psychologically informed interventions to ensure client needs are identified and met.
- E4** Experience of working within a team to achieve strong and effective relationships with others to achieve organisational aims and objectives.
- E5** Experience of working in a day centre, hostel or resource centre environment.

KNOWLEDGE

- K1** An awareness of the issues that face street homeless and vulnerable people.
- K2** A basic knowledge of the main housing legislation and housing options, relating to homeless and vulnerably housed people.
- K3** Knowledge of the skills and attitudes needed to support clients within a psychologically informed framework.
- K4** A working knowledge of the main welfare benefits in the UK. (Desirable)

In addition to the above the following table indicates the standard expectations that all employees/workers are to work towards.

1 Vincentian Values and Integrity	
Maintains social, organisational and ethical values in all actions	
2 Personal effectiveness	3 Continuous Improvement
Motivated, adaptable, perseverant and accurate.	Recognising the need for action or change, and taking the appropriate action without needing to be told.
4 Problem-solving and decision-making	5 Maintaining and using systems
Ability to use logical processes for solving problems and making decisions.	Uses and contributes to organisational systems accurately and efficiently
6 Needs led services	7 Equality, diversity and rights
Focused on views and needs of clients and effective quality driven psychologically informed service delivery.	Promotes equity and diversity, upholding the rights of clients, staff and volunteers
8 Communication	9 Team working
Written and oral communication is concise and accurate.	Committed and reliable member of team and understands impact of role on others
10 Relationships with Others	11 Safeguarding
Ability to build up and maintain a network of internal/external contacts who can help achieve service goals	Committed to working in an environment that supports the safeguarding of clients

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