

Job Title: Floating Support Worker

Reporting to: Service Manager

Salary Band: Band 1 – Band 2

Service: The Nest Project

Location: North and East London Hybrid

Hours: 22.5 hours per week

This job description may change to reflect changing requirements of the role.

The Role

Floating Support Workers provide specialist support services to women who have experienced domestic or sexual violence and are living in move-on accommodation from refuges.

You will work with survivors to devise a support plan that meets their practical and emotional needs, linking them into more specialist support services where required. You will provide resettlement advocacy and risk-and-needs led support towards various practical needs, including tenancy management and sustainment, helping survivors get access to benefits, training and employment for financial independence, and access to healthcare. The life skills and practical support provided by the housing floating support worker will be individualised and person-centred, with the overall aim of empowering the survivor to be ready for independent living in order to move on to long-term accommodation.

Accountabilities

- Provide solution-focused casework with survivors who have experienced VAWG
- Build and maintain supportive relationships with women
- Ensure ongoing assessment and management of risks associated with service users within an attitude of 'positive risk taking'
- Provide support with life skills, including practical assistance where skills are not yet developed
- Maintain accurate case notes and up to date records
- Contribute to the completion of outcomes reports and funding returns when required
- Complete all documents when support work commences and keep up to date with any changing risks to or from the survivor
- Empower women to access Benefits and services they need

- Involve service users in the design, development, and delivery of the service
- Engage with a wide range of professionals (some of whom may have very different approaches to problem solving) through a multi-agency approach, and advocate to agencies on behalf of the Project and its service users
- Attend and contribute to reporting
- Contribute to monitoring and evaluation of the Project
- Be self-motivated to research processes and services in order to fully support and advocate for the women.
- Fully engage with the team and all support and team spaces offered, supporting colleagues with the difficulties they face and celebrating positive outcomes.
- Attend regular supervision sessions with your Line Manager

Values, Behaviours & Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas, and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

Knowledge, Experience and Skills

- Experience of working with survivors of domestic abuse or similar client group
- Experience of multi-agency partnership working.
- Experience of working managing risk and following case management procedures to meet the needs of a diverse and vulnerable client group
- In depth understanding of domestic and sexual abuse and its effect on women and children
- A good understanding of confidentiality and professional boundaries
- An understanding of, and commitment to, Equal Opportunities and diversity
- Ability to provide an effective key working service to women affected by domestic abuse
- Effective interpersonal and group work skills
- Ability to prioritise own work plan and work to deadlines
- Ability to operate and maintain basic administrative and financial systems
- Ability to provide accurate reports and record information
- Proficient use of Microsoft Office Packages



Job Description

Qualifications

- DAPA/IDVA/ISVA qualification desirable