



WOMEN'S HOMELESSNESS SUPPORT PRACTITIONER

JOB DESCRIPTION

Job Title	Women's Homelessness Support Practitioner
Salary:	£27,272 - £28,942 per annum £22,112 - £23,467 pro rata actual (salary will be set dependent upon qualifications and experience)
Hours:	30 hours a week
Location:	Women's Centre (Stafford, office based, requirement to travel across Stafford, Cannock and South Staffordshire, occasional home working)
Responsible to:	Women's Community Services Manager, and will also be responsible to the Operations Manager, Chief Executive and Board of Trustees.
Job Purpose	<p>The Women's Homelessness Project at Staffordshire Women's Aid works through a dedicated domestic abuse support practitioner who acts as a Single Point of Contact for the Housing Options Team at Stafford Borough, Cannock Chase and South Staffordshire District Councils. The aim of the role is to address barriers and find solutions for women at risk of homelessness, or who are homeless, due to domestic and/or sexual violence to secure safe and stable housing.</p> <p>In this project, you will be supporting women who have experienced domestic abuse and/or sexual violence, many of whom may also have complex and intersecting needs. You will carry out needs and risk assessments and deliver intensive one-to one support with the aim of finding safe accommodation and signposting to relevant services to meet individual need. You will work closely with all three Local Authority Homelessness Teams, and in partnership with other local agencies as required.</p> <p>We are seeking a compassionate, dedicated and organised individual with a strong knowledge of homelessness legislation and experience of working with victims and survivors of domestic abuse and other forms of violence against women and girls.</p>

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

JOB DETAILS

Core Requirements:

- To work as a committed member of the Staffordshire Women's Aid team.
- To support the aims, values and working principles of Staffordshire Women's Aid, and to work in alignment with Staffordshire Women's Aid's Policies and Procedures.
- To take all possible steps to ensure the safety and confidentiality of service users, staff, volunteers and management of Staffordshire Women's Aid.
- To promote equality and value diversity.

DUTIES AND RESPONSIBILITIES OF THE POST:

- To contact service users who have been allocated to you in a timely and professional manner.
- To listen to the needs of the service users, offering a trauma informed, non-judgemental approach and developing support plans that are strengths based.
- To provide emotional and practical support, including safety planning, housing related support and expert information and advice to women who are homeless, or are at risk of homelessness due to domestic abuse or other forms of violence against women and girls.
- To take a flexible, proactive, and person-centred approach to engaging women with complex and intersecting needs, including those who arrive at the Women's Centre without an appointment, ensuring they feel welcomed, heard, and supported.
- To work collaboratively with a range of relevant agencies to support women in accessing their rights and making informed choices, with a particular focus on securing safe accommodation and appropriate housing.
- To act as a key contact for the Housing Options Teams at Stafford Borough Council, Cannock Chase District Council and South Staffordshire District Council in regard to women who have experienced domestic abuse, and who are homeless or at risk of homelessness.
- To work alongside the Housing Options Teams, sharing knowledge and building relationships which will help meet women's needs.
- To make referrals for refuge accommodation and other safe accommodation where appropriate.
- To work with local partner agencies, such as those focussing on homelessness and rough sleeping, to help develop pathways to the support SWA can offer.
- To signpost and refer to other local specialist agencies for expertise when required.
- To attend the Council's Vulnerability Hub meetings, and other partnership meetings as required.
- To ensure service user voices and lived experiences are central to service delivery.
- To maintain accurate, confidential records in line with data protection and organisational policies.
- To provide written updates, case studies, and outcome reports to managers or funders as required.

- To collect data for monitoring, evaluation, and service improvement purposes.
- To contribute to the development of trauma-informed, anti-oppressive service delivery models.

General Responsibilities:

- To have a clear understanding of, and to implement, all policies and procedures relating to SWA.
- To attend managerial and clinical supervision as required.
- To share responsibility for covering the Help Line during office hours as required, making sure there is cover throughout the day when needed.
- Work flexibly to allow us to offer the best service possible to service users, this will involve working some evening/ weekend sessions.
- Attend team and service meetings as required and collaborate with colleagues in achieving team and organisational objectives.
- Attend relevant training/ conferences / workshops in line with identified professional objectives.

Variation Clause

Staffordshire Women's Aid reserves the right, following consultation with the member of staff, to vary, add or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Board of Trustees and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal.

It is in the nature of the work of Staffordshire Women's Aid that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work.

Please be aware that you will be required to undertake a DBS check and may be required to undertake additional security checks to work in some settings.

A full driving licence and access to a vehicle are essential requirements of the post.

General Information and Conditions of Service

- 28 days holiday (pro rata) per year, plus statutory holidays.
- Staffordshire Women's Aid contributes a sum equivalent to 3% of the annual salary to the company pension scheme following successful completion of 3 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time of in lieu is to be taken in consultation with line manager.

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PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard of education or equivalent experience. • Further training or experience in domestic abuse, Violence Against Women and Girls, housing or homeless legislation. 	<ul style="list-style-type: none"> • IDVA/DAPA qualification. • Housing qualification.
Experience	<ul style="list-style-type: none"> • Experience of working with victims/survivors of domestic abuse. • Experience of working with a range of statutory, non-statutory and voluntary agencies. • Experience of working with vulnerable adults or children. • Experience of working with homeless people. 	<ul style="list-style-type: none"> • Experience of working within the violence against women and girl's sector. • Experience of working in housing or homelessness sector. • Experience of risk assessment and management. • Experience of lone working
Knowledge & Understanding	<ul style="list-style-type: none"> • Extensive knowledge and understanding of the nature of domestic abuse. • Knowledge of adult and child safeguarding issues, legislation and best practice. • Understanding of the need and ability to maintain professional notes and records of your interactions and interventions with service users. • Understanding of the effects of abuse on women and their children. • Understanding of the need for professional confidentiality and its boundaries, in relation to service delivery, legal, ethical and safeguarding issues. • A knowledge of legal rights, support and protection available to victims of domestic abuse. • An understanding of inequality and a dedication to anti-oppressive, trauma informed working. 	<ul style="list-style-type: none"> • Specialised knowledge about housing law and legislation. • An understanding of the need for accurate monitoring. • An understanding of domestic abuse legislation and safety measures.
Skills	<ul style="list-style-type: none"> • Able to prioritise own workload and deal with competing demands. • Ability to use line management and supervision. • Good communication skills (verbal and written). • An ability to put the service user central to all processes. • Willingness to be creative in your approach to working women and families. • Ability to work on own initiative, in partnership and as part of a team. 	<ul style="list-style-type: none"> • Experience of working pro-actively, using advocacy to represent the voices and needs of service users.

Other	<ul style="list-style-type: none">• Proficient at using IT including Windows, Microsoft Office, email and the Internet.• Will be required to do occasional helpline shifts.• You will be expected to travel to meet service user needs and a driving licence, access to a vehicle and business insurance is essential.	<ul style="list-style-type: none">• A sense of humour
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