

VALLEY HOUSE

FAMILY SUPPORT WORKER - SUPPORTED ACCOMMODATION **(Domestic Abuse Service)**

JOB DESCRIPTION

Responsible to:	DA Service Manager
Responsible for:	N/A
Conditions of Service:	37.5 hours 26 days annual leave per annum pro rata Public holidays Plus pension contribution to Valley House stakeholder pension scheme
Salary:	£20,400 p.a.
Location:	Coventry

Main Purpose of Job:

- To be responsible for the completion of all Early Help referrals and assessments to Family Hubs for service users accessing the Valley House Supported Accommodation Domestic Abuse Service
- To support service users to access additional Family Hub/WISH support as appropriate
- Overall responsibility for tracking the progress of Early Help referrals
- To act as a lead within the service in relation to city wide developments and Family Hubs
- To facilitate 1 to 1 and group work with families
- Liaise with universal services and facilitate/develop activities with external agencies where appropriate
- Facilitate consultation activities with children
- Continuous development of groups and resources

Key Tasks and Responsibilities:

- To work jointly with the staff team to identify service users that meet the criteria for an Early Help referral
- To work in partnership with service users to complete the Early Help referral and assessment forms within 5 days of the service user accessing the service
- To work in partnership with the staff team to support service users to access Family Hub support as appropriate
- To attend Early Help/Child Protection meetings as appropriate
- To facilitate a range of groups and activities for service users and children
- To track the progress of all Early Help referrals to ensure a timely response at each stage
- To complete internal reports for the Service Managers highlighting issues/trends in relation to Early Help referrals

- Assess child's needs and focus on school attendance, child development and therapeutic issues
- To ensure internal safeguarding policies and procedures and external requirements are adhered to
- To ensure all service user information is captured and input onto the Valley House Case Management System
- To act as a lead within the service in relation to city wide developments in Early Help and Family Hubs pertinent to service users, ensuring knowledge is up to date and disseminated to the team

Corporate Responsibilities:

- Adhere to all Valley House policies
- Ensure the effective implementation of Valley House Equality and Diversity policies
- Ensure the service user is at the heart of all service delivery and development
- Attend all meetings and training relevant to your role
- Act as an ambassador for Valley House
- To carry out other duties appropriate to the post as requested by your line manager or other manager or Board member

- 1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail**
- 2. Workers should not refuse to undertake any work, which is not specified in this Job Description, but they should record any additional duties they perform and these will be taken into account when the post is reviewed.**
- 3. Valley House is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.**
- 4. Valley House is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.**
- 5. All posts at Valley House are subject to continued funding.**
- 6. This job description may be subject to change by agreement from time to time to reflect the changing needs of Valley House and its funders.**

PERSON SPECIFICATION

QUALIFICATIONS / EXPERIENCE
Minimum NVQ Level 3 in a related area of work and/or a minimum of 3 years relevant experience
Experience of working with families affected by domestic abuse
Experience of completing assessments with vulnerable families
Experience of multi-agency working
Experience of facilitating group work/activities
KNOWLEDGE AND UNDERSTANDING
Knowledge and understanding of the difficulties faced by survivors of domestic abuse
Knowledge of best practice in relation to safeguarding children and adults
Knowledge of effective ways of working to engage with vulnerable families
Understanding and passion for the work of Valley House
SKILLS AND ABILITIES
Ability to work effectively within a team and on own initiative
Competent in the use of IT tools, including Word, Excel and Outlook
Excellent written and verbal communication skills
ADDITIONAL REQUIREMENTS
Ability to work flexible hours
Be mobile and able to travel city wide.