

## VALLEY HOUSE

### **COMMUNITY SUPPORT WORKER** **(Domestic Abuse Service)**

#### **JOB DESCRIPTION**

Responsible to:	Domestic Abuse Service Manager
Responsible for:	N/A
Conditions of Service:	37.5 hours 26 days annual leave per annum. 1 additional day's leave for every 2 years of service up to a maximum of 29 days per annum. Public holidays Plus, pension contribution to Valley House group personal pension scheme
Salary:	£21,400 p.a. plus on-call payments
Location:	Coventry

#### **Main Purpose of Job:**

- To be responsible for delivering a high-quality transitional support service to domestic abuse service users and their child/ren.
- To be responsible for managing a caseload of service users who are transitioning to independent living in the community.
- To signpost and support service users to access a variety of additional resources and agencies including services for children, maintaining accommodation, budgeting, maximising income, debt management and independent living skills.
- To be responsible for continuous development of the transitional support service.

#### **Key Tasks**

- To carry out needs and risk assessments for service users transitioning to independent, community living
- To develop a transitional support plan in partnership and agreement with service users
- To meet with service users as often as required determined by the level of need agreed between the service user and support worker
- To liaise and work effectively with a wide range of other professionals and agencies in support of the service user
- To ensure that all aspects of support meet expected internal and external standards
- To complete all expected internal and external reporting and monitoring.

- To ensure internal safeguarding policies and procedures and external requirements are adhered to
- To ensure lone working policy and procedure is adhered to
- To work with the service user and other appropriate professionals towards a planned and safe end of transitional support
- To ensure all service user information is captured and recorded onto the Valley House Case Management System
- To lead on collecting and collating all service user exit feedback
- Complete charity applications when needed
- Mentor Apprentices/Volunteers/Students
- To provide consistent comprehensive emotional and practical support to service users to enable them to develop better coping strategies and life skills or begin to address longer term underlying issues
- To take responsibility for following-up on child protection and safeguarding issues and concerns identified involving relevant staff and other agencies where appropriate
- To act as an advocate ensuring the rights of service users are upheld and promoted.
- To enable service users to have a voice in the operation of the service provided.
- To take part in the out of hours on call rota with other staff

### **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

<b>QUALIFICATIONS / EXPERIENCE</b>
NVQ Level 3 in a related area of work and/or a minimum of 3 years relevant experience with survivors of domestic abuse
Experience of working with individuals and children affected by domestic abuse
Experience of assessing the needs and risks of people affected by domestic abuse
Experience of record keeping and report writing
Experience of working in the community with individuals/families
<b>KNOWLEDGE AND UNDERSTANDING</b>
Knowledge and understanding of the difficulties faced by survivors of domestic abuse
Knowledge of best practice in relation to safeguarding adults and children
Understanding and passion for the work of Valley House
Knowledge of accessing a range of community services for individuals/families
<b>SKILLS AND ABILITIES</b>
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
<b>ADDITIONAL REQUIREMENTS</b>
Ability to work flexible hours
To take part in an out of hours on call rota with other staff
Be mobile and able to travel city wide at short notice.