

VALLEY HOUSE

SUPPORT WORKER – SUPPORTED ACCOMMODATION **Domestic Abuse Complex Needs Service**

JOB DESCRIPTION

Responsible to:	Domestic Abuse Complex Needs 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 Shift patterns - 8am to 4pm; 10am to 6pm; 2pm to 10pm Monday to Friday
Salary:	£21,400 p.a. plus on-call payments
Location:	Coventry

Main Purpose of Job

- To offer a high-quality service to survivors of domestic abuse with complex needs accessing Valley House Safe and Supported Accommodation in accordance with Valley House's operational policies and procedures.
- Managing a caseload of service users who are accessing the service.
- Supporting service users to achieve and sustain independent living, through 1 to 1 and groupwork delivery.
- To provide a resettlement service for service users that have transitioned into their own accommodation.
- To be part of a staff rota covering Monday to Friday - 8am to 4pm; 10am to 6pm; 2pm to 10pm.

Key Tasks and Responsibilities

- To carry a caseload of service users that are accessing the service, providing 1 to 1 support.
- To provide a resettlement service for service users that have transitioned into their own accommodation through phone and face to face contact as required.
- Deliver structured group work for service users
- Support the delivery of informal and peer support sessions for service users.
- To ensure a safe and supportive living environment for all service users, adhering to expected service standards and Valley House policies and procedures.
- To ensure all necessary initial move in and ongoing paperwork is completed with service users.
- To review all risk and need assessments and support plans in partnership with service users and in line with service expectations.

- 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 work with the service user and other appropriate professionals towards a planned and safe end of service.
- 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 take part in the out of hours on-call rota with other staff that requires travel at short notice.

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
NVQ Level 3 in a related area of work and/or a minimum of 3 years relevant experience with vulnerable people
Mental First Aider qualified or willing to undertake this training
Experience of assessing the needs and risks of vulnerable people
Experience of 1 to 1 work and carrying a caseload
Experience of working in partnership with a range of different agencies
Experience of record keeping and report writing
KNOWLEDGE & UNDERSTANDING
Knowledge and understanding of the difficulties faced by survivors of domestic abuse
Knowledge and understanding of domestic abuse, mental health and alcohol and drug misuse
Knowledge of effective interventions in relation to working with survivors of domestic abuse where complex needs are present
Knowledge of best practice in relation to safeguarding adults and children
Understanding and passion for the work of Valley House
SKILLS AND ABILITIES
Ability to develop and deliver groupwork programmes
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
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.