

## VALLEY HOUSE

### SUPPORT WORKER – SUPPORTED ACCOMMODATION – 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 Public holidays Plus pension contribution to Valley House group personal pension scheme
Salary:	£6.65 per hour - first year. National Minimum Wage - second year.
Location:	Coventry

#### Main Purpose of Job

On the job training to:

- To offer a high-quality service to individuals and people with children living in the supported accommodation service, supporting them to achieve and sustain independent living, through 1 to 1 and groupwork delivery
- To be responsible for supporting people who are accessing the supported accommodation service
- To provide a resettlement service for service users that have transitioned into their own accommodation

#### 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.
- Jointly 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.

### **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</b>
Level 4 or above in GCSE Maths and English
<b>KNOWLEDGE AND EXPERIENCE</b>
An understanding of working with vulnerable people.
<b>SKILLS AND ABILITIES</b>
Be flexible, positive and use initiative when dealing with situations.
Good communication skills, both written and verbal.
Able to work proactively as part of a team or on own initiative.
Good computer skills.