

VALLEY HOUSE

REFERRAL 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:	£24,000 p.a. plus on-call payments
Location:	Coventry

Main Purpose of Job:

- To act as the first point of contact for all referrals to the Valley House Domestic Abuse (DA) Supported Accommodation and Complex Needs Service
- To complete all initial referral and assessment processes, and setting up assessment meetings with support workers
- To hold and manage a waiting list, maintaining regular contact with service users on the waiting list
- To signpost and support referrals to other services where a referral is inappropriate, ensuring a "No Wrong Door" approach
- To lead on collecting and collating all service user exit feedback

Key Tasks and Responsibilities:

- To ensure the referral helpline is staffed Monday to Friday 8.30am to 4.30pm
- To inform all agencies and Routes to Support of daily vacancies
- To undertake phone and face to face referrals, completing all relevant initial referral and assessment processes
- To make immediate outward referrals as required
- To set up assessment meetings where an appropriate referral has been received
- To signpost and refer on where an inappropriate referral has been received
- To ensure all service user information is captured and input onto the Valley House Case Management System
- To ensure internal safeguarding policies and procedures and external requirements are adhered to
- To undertake phone interviews with all service users that have left the service
- To prepare reports on the service user exit interviews

- To take part in the out of hours on call rota with other staff
- To manage the waiting list and safety plan with service users
- To manage the online chat forum
- To manage the accommodation audits and take lead on meetings with Housing
- To ensure all property/move in induction packs are ready
- To manage the property occupancy board
- To train to be a First Aider and a Fire Marshall
- To cover a range of support tasks when the accommodation is full - i.e., safe and well calls
- Complete charity applications when needed
- Mentor Apprentices/Volunteers/Students

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 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
KNOWLEDGE AND UNDERSTANDING
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
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
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