Role Profile	
Job title	Domestic Abuse Support Worker - Accommodation
Hours	35 hours per week
Accountable to	Area Service Manager
Salary	£24,500 per annum
Contract length	Permanent
Location	Brecon
Working pattern	Monday to Friday

Our vision:

At Calan DVS, our vision is to work towards safe and resilient communities free from domestic violence and abuse. To achieve this, we aim to relieve the distress, suffering and poverty experienced by families exposed to domestic violence and abuse. We also aim to educate the public regarding the causes and effects of domestic abuse along with prevention methods

Purpose of the role:

- To provide emotional and practical support to victims of domestic abuse.
- To be responsible for Health and Safety and to identify and report maintenance issues immediately.
- To ensure that client rooms, bathrooms, communal spaces and grounds are maintained to a high standard and that cleaning obligations are met by the clients.
- To facilitate weekly house meetings with clients and addressing concerns raised with the support specialist or ASM where appropriate.
- To assist the client with their housing benefit application monitoring until awarded.
- Collect service charge within set timescales and to complete financial records as required.
- Liaise with partner agencies informing them when there are vacancies.
- To provide a comprehensive, high-quality, accessible, frontline service to victims of domestic violence/abuse across supporting people funded projects.
- To work within the HSG service requirements enabling individuals to achieve measurable outcomes through support.
- To work within a multi- agency framework to improve responses to domestic violence and abuse.

Key Accountabilities:

Refuge Support Work

– Ensure families feel welcome when they arrive at the refuge and during their stay.

- Create a positive environment where women, children and young people can develop skills and build confidence.
- Address the emotional support needs of women living in refuge.
- To arrange and lead regular house meetings, keeping detailed records of all issues raised within the meeting.
- To keep detailed case notes of all work undertaken with users in accordance with Data Protection and other legislation, Calan DVS policies and procedures and best practice
- Take and process referrals appropriately
- To work as part of a team providing a safe and confidential refuge service to support individuals and their children who are being subjected to domestic abuse.
- Promote the right of families to make their own choices, ensure their involvement in decision-making and awareness of their rights and responsibilities.
- Help families to identify and recognise the effects of domestic abuse on children and young persons and enable them to work towards recovery from this.
- Promote positive parenting and positive family relationships, through role modelling, providing practical resources, support planning and information sharing, to encourage a secure, nurturing and mutually respectful relationship.
- Prepare and assist families in the transition process from refuge to the community.
- Encourage participation of parents in the activities of their children and address some of the negative impact of domestic abuse on the parent/child relationship.
- Identify and encourage children and young persons' use of leisure resources in order to enhance social development and tackle social exclusion.
- Work towards safeguarding children and young people make referrals to the Child Protection team where appropriate.

Healthy and Safety

- To work at all times in a safe and efficient manner and be aware of the Lone Working Policy / Health and Safety Policy and Procedures.
- Participate in the Risk Assessment processes.
- Ensuring the safety of the parents, children and young persons through ongoing risk assessments and monitoring.

Organisational

- Participate in relevant training and opportunities to increase and develop knowledge.
- Follow Calan DVS Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place.
- Attend and participate in team meetings.
- Prepare for and participate in supervision, appraisals and team reviews.
- Conduct administrative duties relating to the DA Support Services e.g. maintain support plan records and reviews, record statistics and provide reports as required.
- Promote public awareness of the work of DA Support Services, Women's Aid and Domestic Abuse issues.
- Ensure that all work is conducted to the highest professional standards and complies with the DA Support Services and Calan DVS Policies and Procedures.

Other Duties and Responsibilities

- Assist with organising and take part in promotional, educational and funding activities as required.
- Keep up to date with relevant legislation, local strategies, policies and procedures.
- Ensure that all activities are within Calan DVS budgets.
- Work flexibly to provide the service which may include weekend and evening work.
- Work flexibly to cover for other posts as required/appropriate.
- Work within Calan DVS Codes of Practice.
- Maintain confidentiality in relation to service users, staff and projects.
- Participate in the 24 hour emergency on-call system.
- To undertake any other duty reasonably requested by their Manager/Management.

This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. It is inevitable that the duties will change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility, so that changing needs and circumstances can be met, all changes will be discussed fully.

Personal Specification

Essential:

You will be able to demonstrate the following key knowledge, skills, behaviours and experience:

- Commitment to ongoing professional development.
- Knowledge and understanding of the issues associated with domestic abuse and its effects families.
- Competency in Information Technology including internet and software packages.
- Commitment to the principles, aims and objectives of Calan DVS.
- Proven commitment to personal and professional development.
- Willingness to work flexible hours, including evenings and weekends and to take part in a 24 hour emergency on call rota.
- Possession of a valid full driver's licence and ability to use own car for work purposes.
- Good verbal and written communication skills, including report writing.
- Ability to work on own in an unsupervised setting or as part of a team.
- Enthusiastic, positive and energetic approach
- Awareness of equal opportunities and ability to work in a non-discriminatory way.

Desirable

- Ability to speak Welsh.
- Proven experience of liaising with statutory and voluntary agencies.
- Experience of working collaboratively with organisations in the community to raise awareness, network and build partnerships.
- Ability to engage families in solution- focused problem solving.
- Proven experience of liaising with other appropriate organisations and agencies.

- Welsh Women's Aid, Certificate/Award Level in Preventing and Tackling Domestic and Sexual Abuse/Violence.
- NVQ Level 4 or equivalent in a relevant field, i.e. social care or health.
- Qualification or training in domestic abuse.
- Experience of working in a domestic abuse related discipline.
- Experience of advocating for vulnerable people.
- Ability to speak Welsh.
- Experience of working in supported housing projects.
- Knowledge of Adult and Child Safeguarding criteria and referral process.
- Knowledge of human rights and children's rights.
- Knowledge of relevant legislation concerning adults, children and young people.
- Knowledge of policy and legislation on child protection.