

## Job Description:

<b>Post:</b>	<b>Female* Domestic Abuse Dispersed Accommodation Navigator</b>
<b>Salary:</b>	£24,480 - £25,852 (FTE)
<b>Responsible to:</b>	Head of Refuge
<b>Location:</b>	Test Valley
<b>Hours per week:</b>	37.5
<b>On call responsibility:</b>	Applicable

\*This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

## Key Purpose:

The focus of this role is on reduction of risk and minimising impact of domestic abuse by providing support, advice and assistance to adults and any children living within Finding freedom from abuse's dispersed accommodation who have experienced or are at risk of domestic abuse.

Dispersed accommodation is safe, self-contained accommodation with a similar level of specialist domestic abuse support as provided within our refuges but which may be more suitable for victims-survivors who are unable to stay in a refuge with communal spaces, and/or where peer support from other residents may not be appropriate. This may include: women with male children over 16, male victims-survivors, including men with children, LGBTQ+ victims-survivors, older adults, victims-survivors with disabilities, victims-survivors facing multiple disadvantages and victims-survivors with pets

To provide safety planning, support, advice, and assistance all adults, children those living within dispersed accommodation.

The post-holder will work to empower and support all victims and survivors of domestic abuse to make positive choices.

To participate in the delivery of the on-call out of hours on a rota basis.

**Workers should be "free from abuse in their own lives." Applicants are asked not to put themselves forward for selection if this is not the case.**

## Duties and Key Responsibilities

To provide intensive support to victim-survivors of domestic abuse to maintain their allocated dispersed accommodation and develop skills to enable them to maintain future accommodation.

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To provide 1:1 support for each member of the family and facilitate family work, through a family support plan, enabling the family to thrive as individuals and a unit.
To provide high-quality crisis intervention, information, advocacy and proactive support to victims of domestic abuse and their children, both as individuals and as a family through evidence-based risk assessments.
Increasing resilience of clients to decrease the likelihood of them requiring accommodation based domestic abuse service in the future.
To co-ordinate an individual package of target hardening for clients which is informed by a full risk assessment, the type and condition of the property and the needs and circumstances of the individual household.
Support victims and survivors to navigate Housing options to ensure timely move-on from dispersed accommodation.
Ensuring a high quality dispersed accommodation offer through housing management, this will include, regular visits to properties, health and safety inspections, identification of maintenance issues and ensuring residents are complying with Licence Agreement.
Advocate for victims with agencies who can help to address the domestic abuse and associated needs. This includes understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them. Work directly with all key agency partners to address the safety of victims and ensuring that their safety plans are coordinated particularly through the MARAC/HRDA process.
To forge and maintain excellent working relationships with key partners to ensure high quality support for victims and survivors and their children.
Manage a case load ensuring every victim-survivor and their dependents receive the appropriate services individual to their needs. Focusing on safety planning, practical safety measures and the use of civil and criminal justice systems to increase protection and support the transition of victims and children from the abusive situation into safe and independent living
Develop individual support and safety plans to mitigate risk and address the support needs of victims and survivors, regularly reviewing cases ensuring that all agencies are meeting the needs of clients.
To instigate, co-ordinate and participate in multi-agency meetings as required.
To facilitate group work and peer-led support networks
To make sure that client welfare is ensured in accordance with Finding freedom from abuse Protection from Abuse Policy and the Local Safeguarding Children Board/Safeguarding Adults Board policies and procedures.
Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
To remain up to date on all legal and practice issues relating to the role. To keep abreast of developments in law, policy and Government initiatives in addressing domestic abuse and communicate these within the staff team
Work within a strict framework of confidentiality and safeguarding. To ensure that all records are kept securely and in line with Data Protection Act and Finding freedom from abuse Confidentiality Policy.
To escalate to management any cases where there are ongoing safeguarding or risk management concerns.
Ensuring that all relevant records are kept accurately and confidentially in a timely manner.

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Undertaking administrative and financial tasks and maintaining full records and receipts for all activities. This will include issuing licence agreements, collecting rents and service charges, and assisting women in completing applications for housing and benefits.

### **On Call Out of Hours**

To participate in the on-call out of hours service rota. This is a 24-hour, 7 day a week service running outside of usual service hours. The on-call out of hours service may involve the following duties and responsibilities, this is not an exhaustive list and is subject to change to ensure contract and service delivery requirements are met by the organisation and to provide a high-quality service to people affected by domestic abuse.

When on call, staff need to be available for work and have access to a car. You must also be able to drive which means that you must not be under the influence of drugs or alcohol.

- Deal with emergencies outside of service hours, which may involve attending accommodation outside of service hours.
- Resolve issues over the phone
- Provide emergency safety advice to residents
- Admitting families into accommodation
- Processing referrals into the services that Finding freedom from abuse provide
- Providing telephone support and safety advice to people affected by domestic abuse
- Providing telephone support to professionals supporting those affected by domestic abuse
- Supporting clients to access accommodation elsewhere.

### **GENERAL RESPONSIBILITIES**

- To participate in fundraising activities on behalf of Finding freedom from abuse.
- To publicise the support available to women, children and men at risk of domestic abuse
- To record and maintain up to date statistics of enquiries and referrals.
- Monitoring and evaluation of projects.
- To work within Finding freedom from abuse policies and procedures and demonstrate a commitment to the values and ethos of Finding freedom from abuse.
- To work with volunteers.
- To establish effective working relationships with colleagues in other services including education, Social Services, the local authority, police and voluntary agencies, assisting to increase their understanding of domestic violence issues taking and making referrals and acting in an advocacy role for children and young people as necessary.
- Participating as a member of the Finding freedom from abuse staff team, including regular attendance at team and other meetings, supervision and appraisal sessions, training and other events as may be required.
- To take responsibility for the continuing professional self-development.
- To be available to respond to emergencies outside office hours on a rota basis.
- Ensuring the confidentiality of client information is maintained, in accordance with Finding freedom from abuse Confidentiality Policy
- Assisting with providing cover for absent colleagues during periods of sickness, holidays etc, as requested by a manager.
- To carry out other such duties as appropriate to the scope and grade of the post, as may be requested from time to time to meet the needs of clients and the service.

### **Commitment to our values:**

<b>Safety</b>	<b>Choice</b>	<b>Empowerment</b>
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<b>Trust</b>	<b>Collaboration</b>	<b>Respect</b>
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This job description and person specification is current as at the date shown. In consultation with you, it is liable to variation to reflect or anticipate changes to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade. This post is subject to enhanced DBS check.

### **Person Specification**

<b>QUALIFICATIONS &amp; TRAINING</b>	<b>Essential Desirable</b>	<b>How assessed</b>
Safeguarding trained	D	A
A relevant qualification for supporting people	D	A
A clean driving licence and car owner	E	A
<b>EXPERIENCE AND KNOWLEDGE</b>		
An understanding of and a commitment to the principles of Finding freedom from abuse	E	A/I
An understanding and awareness of the needs of women, men and children of all ages who have experienced domestic violence	E	A/I
An understanding of the complexities of partnership working and a commitment to partnership working	E	A/I
An understanding and knowledge of child protection and safeguarding and the ability to work within national, local and organisational guidelines	E	A/I
An understanding of safe working practices while working in client's homes	E	A/I
Awareness of the legal and housing issues affecting families escaping domestic abuse and knowledge of the benefits system	D	A/I
Understand and be committed to equal opportunities and diversity issues in policy and practice	D	A
Demonstrable experience of supporting individuals within the context of a helping environment	D	A/I
Experience of facilitating support groups and targeted group work	D	A/I
Experience of working with a diverse range of people, including those experiencing deprivation	D	A/I
<b>SKILLS AND ABILITIES</b>		
Numeric and literacy skills to undertake administrative tasks	E	A
The ability to develop and promote projects in the community	D	A/I
Have excellent communication, negotiation and advisory skills, both written and verbal	E	A
Have strong crisis management skills and the ability to deal with stressful and difficult situations	E	A/I
Organisational skills and the ability to prioritise work on a daily basis, take the initiative and problem solve	E	A/I
Strong commitment to anti-oppressive practice and working with diversity	E	A

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An understanding of and an empathy with the needs and experiences of women, children and men who have experienced domestic violence	E	A/I
The ability to work as part of a team and on one's own initiative	E	A/I
Ability to work flexibly and some unsocial hours	E	A/I