

## JOB DESCRIPTION

### JOB TITLE

Support Worker (Floater)

### WORK BASE

Swansea

### PAY

Salary Range: £19,430.00 to £21,962.00 (Scale 20 to 24 NJC1718) per annum

### RESPONSIBLE TO

Head of Regional Services South Wales

### CONTRACTED HOURS OF WORK

35hours per Week

### HOLIDAY ENTITLEMENT

28 days plus Bank Holidays pro rata

### CONDITIONS OF EMPLOYMENT

Additional hours may be required for which time off in lieu is approved

### TERM OF CONTRACT

Fixed Term up to 30<sup>th</sup> June 2018, Subject to funding

## **JOB SUMMARY**

As a Support Worker (Floater), your responsibilities can include:

- Providing emotional and practical support and ensuring that women and children in the refuge are provided with a safe, supportive and welcoming environment.
- Providing support to women in the community in order to maximise their safety.
- Providing support to women in their own homes who require a Floating Support service, to enable them to maintain their tenancy and assist them with their integration within the community.
- Identifying and assessing female victims of Modern Slavery/ Human Trafficking and delivering an accommodation support and outreach service to these victims by providing one to one support, signposting and advocacy.

### **1. MAIN DUTIES AND RESPONSIBILITIES**

#### **1.1. Domestic Abuse Refuge Project:**

- Provide counselling, advice, support and assistance to women and their children.
- Carry out needs assessment and offer a planned level of support to the women and their dependants.
- Establish and maintain accurate records of all outreach visits (surgeries), telephone conversation, attendance and appointments etc. including the progress being made on behalf of the women and children.
- Inform and educate the community, voluntary and statutory sectors of the rights and needs of Black Minority Ethnic women.
- Develop and maintain links with communities and organisations and monitor the needs of service users and bring this to the attention of the manager.
- Provide one to one support for women, in conjunction with other caseworkers, to prepare and encourage women into self-help and independence.
- Ensure the effective implementation of the Project policies on a day-to-day basis, especially equal opportunities and confidentiality, in relation to users, staff, and all aspects of service provision. To encourage and promote a more positive and tolerant atmosphere within an outside the organisation on differences based on race, religion, gender, class, language, sexuality, diet, disability, etc.
- Maintain the organisations ethos of encouraging self-help and confidence building in all aspects of work with service users.
- Organise and co-ordinate activities, socials outings for women and children.
- Offer appropriate level of support to the women.
- Ensure that service users are fully informed of available services and resources to them both within BAWSO and the community.
- Liaise with the Head of Regional Services regarding support plan when initially set up, then review on a monthly basis during supervision. Inform Head of Regional Services of any significant changes.
- At Move-On, support women and children to settle into the community, providing information on amenities, schooling, etc.
- Encourage Mother's in 'Positive Parenting' to enable good communication within the family unit. Also to encourage Mother to undertake activities with their children so that the children can develop social and personal skills within identified community resources.
- Ensure that families receive information on Children's Services and the role of the Support Worker on arrival at Bawso.
- To plan, lead and implement a programme of activities and support for children of all ages who live in the refuge and work closely with other Support Workers to provide practical information and assistance to women about local services for children, such as play schemes, nursery or schools.

- To respect the child by regarding their conversations during their individual time as confidential unless the child agrees otherwise. If however it is felt that doing this could put a child at risk, advice may be sought from the Head of Regional Services.
- In the context of the 1989 Children Act to take appropriate action regarding the welfare and protection of children by liaising with relevant agencies, statutory and voluntary, parents and extended family.
- Whilst a Support Worker is primarily responsible for working with women in the refuge, she will also be responsible for working with the children in the refuge as it coincides with the welfare of the children.

## **1.2. Human Trafficking Refuge Project:**

- To provide crisis intervention and conduct in-depth and complex assessment using identification tool kit with women who may have been trafficked.
- To establish and promote an effective working relationship with partner agencies, statutory and voluntary.
- To liaise with the Directors to accept referrals to schemes.
- To ensure vacancies are communicated and that accommodation is suitable and ready for referrals.
- To provide key work support and safety planning for a case load of women who have been trafficked, primarily to those who have been exploited in prostitution.
- To provide information and advice on relevant issues including health, housing, counselling, welfare benefits, employment and child protection.
- To provide a sign posting and referral service relating to immigration and asylum processes.
- To coordinate the allocation and referral to suitable and safe accommodation utilising risk and needs assessments processes.
- To maintain appropriate records and statistics regarding service users.
- To ensure compliance with all funding requirements including the provision of comprehensive reports and statistics.
- To assist in monitoring the achievement of key performance indicators and discuss and implement corrective action as required.
- To ensure that the tenant is supported to make decisions regarding issues such as: referral onto the National Referral Mechanism; assisting the authorities with intelligence; whether she wishes to return to her home country or to remain in the UK: and the implications of those decisions.
- To ensure that the tenant applies for all available benefits, if applicable, and to provide advice and assistance.
- To ensure that women are fully informed of available services and resources to them both within BAWSO and the community.
- To identify agencies and individuals who could provide appropriate services.
- To negotiate with the tenant and potential service providers to draw up a detailed plan and co-ordinate the delivery of this plan.
- To make applications to the appropriate funders for Community Care Grants etc, and as directed to apply for, or assist the tenant to apply for, one off individual grants. To apply to Charitable Organisations for appropriate grants.
- To manage tenant and neighbour disputes and complaints, encourage participation in tenant consultation and involvement with the organisation.
- To implement requirements detailed in service level agreements or funding agreements.

- To ensure the effective implementation of the Project policies on a day – to day basis, especially equal opportunities and confidentiality, in relation to users, staff, and all aspects of service provision.
- To encourage and promote a more positive and tolerant atmosphere within and outside the organisation on differences based on race, religion, gender, class, language, sexuality, diet, disability etc.
- To keep informed of relevant Legislation, funding, care and support models and changes affecting the service and service users.
- Maintain the organisation's ethos of encouraging self – help and confidence building in all aspects of work with service users.
- To be part of the "out-of-hours" rota.

### **1.3. Floating Support Project:**

- To receive the referrals to the scheme and provide support inline with the Scheme Service Aims.
- To assess the appropriate level and nature of support required to meet the women's needs and draw up a plan to provide for this support and to ensure regular review of the support plan.
- To ensure effective regular contact with the women in the scheme.
- To enable the women's practical and budgeting skills, involving liaison with DSS, schools, GP's, Housing Agencies, Social Services.
- To give women information and assistance to make choices about the development of their social network and their integration in the local community and to liaise with voluntary and statutory agencies where appropriate.
- To develop links with agencies in relation to the women's support needs.
- To provide support to women in their own homes who require a floating support service to enable them to maintain their tenancy and assist them with their integration within the community.
- To provide resettlement support when moving into new property and afterwards to maintain the tenancy.
- To encourage women to use other housing services (internal and external) using counselling skills.
- To advocate on behalf of the women.
- To support women during life skills training to include the maintenance of the dwelling such as cleanliness, advice on food preparation and storage etc.
- To provide additional practical support such as: budgeting, debt counselling, welfare, benefits advice, completing forms, language support, life skills, education and training and employment issues.
- To provide emotional support and access specialist help on domestic violence, drug and alcohol problems, mental health issues, child protection issues, empowering, parenting skills, building social networks, and basic counselling
- To encourage and support women to use the tenant participation and consultation structures and to lead tenant participation in specialist areas.
- To build and maintain working relationships with voluntary and statutory services for the benefit of the tenants, including seeking development opportunities.
- To disseminate information to and work with other officers of the association to the benefit of all service users.
- To undertake objectives in line with the organisation's Business Plan in cross-departmental groups.
- To assist with DIY skills, including minor repairs.
- To deal with neighbour disputes, advocating on women's behalf.
- To assist in arranging for professionals to call including health visitors, statutory services etc.

- Follow all procedures for referral and access to the Floating Support Scheme.
- Attend regular liaison meetings with all relevant stakeholders.
- Set up and maintain information, record keeping, and monitoring systems (e.g. Individual Support Plans, and feedback from users of the provision of the service by means of exit questionnaires/ interviews).
- Record all relevant financial transactions and ensure safekeeping of petty cash, according to procedures.
- Deal with correspondence, produce written reports when required.
- Ensure all health and safety requirements are complied with.
- To undertake any other duty as may be reasonably requested by Senior Staff from time to time.

#### **1.4. Outreach Project:**

- Work with women who are unable to access the Refuge, and/or meeting women in a safe and confidential environment.
- Assess the appropriate level and nature of support to meet the needs of Black Minority Ethnic (BME) women and deliver this through a 'support plan' that is regularly reviewed.
- Tailor support to the individual circumstances of the BME women.
- Support BME women and increase their self-respect and confidence to challenge and report domestic abuse.
- Enable BME women to maintain an independent life within their community.
- Improve the quality of the lives of BME women and enable them to engage with statutory agencies, including the Police and Social Services.
- Signpost BME women to appropriate specialist support or advice, particularly where they have little or no knowledge of what help is available.
- Provide tapering support as the family begins to live independently.
- Provide emotional and practical support for BME Women living in Social Housing. This support is attached to an individual and not to the property they occupy. Support lasts for as long as it is needed by the individual and ceases only when the tenant is able to live independently. This scheme aims to provide holistic advice.
- Work within a 'community development framework', in which support workers are sensitive to the neighbourhoods and areas in which they are working.
- Prevent homeless through domestic abuse by providing support for women who leave temporary accommodation, transfer tenancies, are confronted with neighbourhood disputes, require housing benefit and must address repair issues.
- Provide additional practical support such as: budgeting, debt counselling, welfare, benefits advice, completing forms, language support, life skills, education and training and employment issues.
- Provide emotional support and specialist help on domestic violence, drug and alcohol problems, mental health issues, child protection issues, empowering, parenting skills, building social networks, and basic counselling.

## **2. ADMINISTRATION:**

- To cover the advice office as per Rota and arrange and participate in surgeries.
- To liaise with Director over the recruitment and training of volunteers working in the Refuge.
- To maintain and deal with correspondence as and when necessary.
- To ensure that accurate records are kept.

- To assist the Director in the collation of statistical information relevant to the project.
- To keep receipts and maintain financial records, in consultation with the Finance department.
- To assist in the purchase and collection of furniture, equipment, materials and supplies when requested.
- To report back in writing on meetings when required.
- To be responsible for written reports when required.

### 3. GENERAL DUTIES:

- To maintain confidentiality in all matter relating to the organisation.
- To participate in the on-call rota and attend emergency situations, which may include evening and weekend work.
- To develop skills in all other areas of relevance to Bawso's operation in order to allow for sharing and inter-changing of staff roles. Agree and provide reasonable cover for the team during periods of absence.
- To attend appropriate training when required.
- To perform other relevant minor or non recurring duties that may be needed from time to time.
- To work at all times as part of a team and to liaise closely with the Manager in carrying out the above duties.
- To ensure at all times that the projects service standards are properly monitored and adhered to.
- To ensure at all times that all areas of the projects work are positively promoted.

### 4. MEETINGS, NETWORKING & LIAISON:

- Inform and educate the community, voluntary and statutory sectors of the rights and needs of women and their children suffering or at risk of domestic abuse.
- Develop and maintain links with communities and organisations and monitor incidents where there is a need of Black women's refuge's in Wales and bring this to the attention of the Director.
- To attend meetings with other staff as required.
- To attend regular supervision sessions with Line Manager or Supervisor.
- To attend when required Board Meetings or sub-committee meetings.

### 5. CLAUSES AND POLICIES:

Responsible for adhering to equal opportunities policy, confidentiality clause, flexibility clause and other Bawso policies and procedures as stated on company policies and staff handbook. This post is exempt from the rehabilitation of offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1975.

**N.B: Please note that this post is subject to enhanced DBS check for a successful candidate as you will be in contact with high risk/vulnerable victims.**

*The above is provided for guidance and is not an exhaustive list of all accountabilities that the post holder may have over time. This job description will maybe review annually and may need to be revised according to the priorities of current workload with the agreement of the Executive Board and the CEO.*

**Exemption sought under Equality Act 2010, Schedule 9, and Part 1. Women only need apply. Successful candidates will be required to undertake an Enhanced Criminal Records Bureau Disclosure.**