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| Job Title | Survivor Advocacy Support Worker Accommodation services – Helix |
| Responsible to | Team Manager |
| Hours of Work | 2 positions  18 and 18.5 hours per week |
| Salary | Unqualified - NJC Scale Point 17 £24,491 FTE per annum (pro rata)  Qualified - NJC Scale Point 20 £25,991 FTE per annum (pro rata) |
| Contract | 12 month Fixed Term Contract |
| Location | Juno Women’s Aid Refuges, Move On properties and co-location with statutory partners. |
| Date Revised | May 2021 |

This job description may change to reflect changing requirements of the role.

**Job Summary**

A Domestic Violence specialist, you will work pro-actively with women, offering risk assessed, strength based, and needs led support. You will work alongside each woman, throughout her journey, agreeing individual safety support plans as well as advocating on her behalf to achieve safe and independent lives.

**Responsibilities and Duties**

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

**Case work**

* Provide high quality case work support to survivors of domestic violence. You will carry a varied case load, working with each woman throughout her journey, managing and prioritising cases effectively.
* Work closely with survivors, carrying out risk and needs assessments and agreeing individual safety support plans, working flexibly to achieve agreed targets.
* Advocate on behalf of women with external agencies including where appropriate MARAC, courts, housing, children and adult social care, health and other voluntary and community organisations.
* Attend case review and team meetings and contribute to effective team communication.
* Keep and maintain accurate and confidential records of all work undertaken.
* Contribute to the delivery of service outcomes and use clear and coherent targets and monitoring systems to provide evidence that Survivor outcomes are met.
* Ensure effective implementation of Juno’s Equality and Diversity policies and awareness and integration of an equalities and human rights agenda in all your work.
* Contribute to Survivor feedback and voice in service delivery and service development.
* Ensure service standards are maintained and all policies and procedures complied with.
* Ensure that the service is delivered in line with the service SLA and contract.

**Housing management**

Undertake housing management responsibilities such as collection of service charge/rents, maintaining the rent accounts, undertaking Health and Safety property checks, dealing with incidents of anti-social behaviour, signing licence agreements and admission paperwork, supporting with the claiming of housing rent-cost benefits, organising contractors or maintenance visits, logging maintenance on On-track and competing exit paperwork

**Working pattern**

* You will be required to work various shifts (on a set rota) between 8am and 8pm Monday –Friday
* You will be required to work weekend on a rota basis where the contract requires it.

**On Call**

* You will be required to hold the on call phone out of office hours, overnight and weekends on a rota basis where
  + You will provide telephone support to resident as required
  + You will attend the accommodation when necessary including to admit new residents out of office hours.
  + You will liaise with partner agencies as required e.g. TunTum emergency out of hours’ service.
  + You will keep the on call manager informed and updated if you are required to attend the accommodation.
  + In cases of emergencies or serious incidents you will inform the on call manager who will attend the accommodation with you.

**Contribute to the high-performance and development of your team**

* Contribute effectively to team working, team meetings and the team plans.
* Work with volunteers as necessary to enhance the capacity of the service
* Promote the service widely to ensure referrals are received from women across all communities.
* Undertake training and ensure your knowledge is up to date and where relevant shared with your team

**General Duties**

* At all times protect the safety and security of JUNO and service users, staff, volunteers, and all those in the work of JUNO, JUNO premises and the confidentiality of records and other information;
* Uphold the right of women, children and young people who have experienced domestic
* violence, advocating vigorously for them while offering protective strategies, and appropriate safe services;
* Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities;
* Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice;
* Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.

**Values, Behaviours & Competencies**

* Committed to the purpose of Juno Women’s Aid, ensuring that the Survivor is at the heart of service delivery and development
* Provide the service at times and days to meet service user needs and in line with contractual requirements.
* Feminist and committed to fostering innovation and continuous improvement in working practice
* Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
* Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
* Collaborative, building relationships with internal and external partners.
* Non-judgemental with a commitment to self-care within the team and wider organisation

**OTHER:**

1. This post is subject to completion of a six-month probationary period.
2. Must be mobile to visit sites and work across Juno Women’s Aid sites as required.
3. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

**For Official Use only**

Agreement to Job Description by candidate accepting the job offer:

*In accepting the offer of employment by Juno, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.*

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| --- | --- |
| Name: | Signature: |
| Date: | Start date: |

PERSON SPECIFICATION

*Your application should give clear examples of your experience, knowledge, skills and*

*abilities gained in both paid and/or unpaid (volunteer) work for each of the Person*

*Specification criteria*

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| --- | --- |
| **Experience** | * Experience of working with women affected by domestic abuse * Experience of risk assessment and management, safety planning and support planning |
| **Knowledge and Understanding** | * Understanding of the practical, emotional, social and economic issues facing women and children affected by domestic violence * Understanding of the differing forms and impacts of domestic violence across the communities we serve * Knowledge of housing, welfare and policy relating to domestic violence * Sound knowledge of safeguarding for adults and children |
| **Skills and Abilities** | * Ability to manage own caseload, working under pressure and prioritising workload * Ability to work sensitively and in a non-judgemental manner with vulnerable clients * Excellent IT, written and verbal communication skills. Competent and proficient in the use of the following IT packages: Microsoft office specifically Word, Excel and PowerPoint * Reflective and open to learning and personal development as required |
| **Qualifications** | Women’s Aid or SafeLives Level 3 qualification is desirable. A willingness and ability to attend this training and successfully achieve this qualification is essential |
| **Other** | * An enhanced DBS is required for this role. * Full UK driving licence with access to your own vehicle which is insured for business use and available for use within your role, is essential. |