**CROSSROADS DERBYSHIRE**

**ACCOMMODATION AND FLOATING SUPPORT WORKER -ADULTS AND CHILDREN**

**Team: Accommodation Support**

**Accountable to: Team Lead: Accommodation**

**Hours of Work: 37 hours per week – shift pattern between 8.30 am and 6.30pm**

**Salary: Scale point 5 £26,421 (rising within NJC Scale 5 with successful annual appraisal)**

**Overall Purpose:**

To work as part of a small team to provide safe and confidential accommodation and support service to young women aged 16 to 24 years and where appropriate their children, who have been affected by domestic abuse and/or sexual violence.

To provide practical and emotional support to young women in safe accommodation or dispersed accommodation. This will include conducting key work sessions and group work on a regular basis and keeping casework records up to date.

To assist with the floating support provision, providing practical and emotional support to clients (all ages) in our dispersed and emergency accommodation.

**Responsibilities**

* To work closely with the Team Lead to ensure that a package of support is offered which enables each young woman to identify and address their needs, reach identified outcomes and empower them to reach their full potential.
* Plan and implement a programme of work with children living in safe accommodation, both individually and in groups. Explore new and different ways of working with children and families who have experienced domestic abuse.
* Ensure that the work with the children is in co-operation with the parent/carer of the child wherever possible.
* To ensure that service users have their needs and risks fully assessed and that individual support/ safety plans are completed as soon as possible for all service users.
* To ensure that all practical, financial and emotional support is provided to service users as identified in the individual support and safety plan and in accordance with Crossroads Derbyshire’s Adult Protection and/or Safeguarding Children policies and procedures.
* To address all immediate risks and issues of safety and security, referring to appropriate agencies where necessary, paying particular attention to safeguarding issues.
* To advocate for women with children where there are child protection and local authority interventions and guide them through this process.
* To ensure that all support is provided in accordance with Crossroads Derbyshire’s Children and Adults Safeguarding policies and procedures.
* To ensure that all service users are assisted to access all move-on possibilities and are supported to move on into appropriate accommodation in a timely manner and make internal and external referrals to support and maintain the move-on process.
* To promote service user involvement in the development of service provision.
* To liaise with the police and other agencies, in response to abusive behaviour or threats from service users’ partners or others who may put at risk the safety and security of the organisation, service users or staff.
* To work within the multi-agency arena, developing positive partnership working to raise awareness of domestic abuse issues and the support options available, and to offer training and education as appropriate.
* To liaise with, signpost or refer to relevant statutory and voluntary agencies as necessary, to provide the best possible support for each service user.
* To ensure that information-sharing is carried out in accordance with Crossroads Derbyshire’s policies and recorded appropriately.
* To maintain an up-to-date knowledge of changes in domestic abuse law, policy and procedures (including local and national procedures in relation to children affected by domestic abuse), undertaking training as necessary.
* To contribute as part of the team in ensuring the service maintains the supported accommodation standards to the highest level, as per Ofsted requirements.
* To take part in supervision, appraisal and development opportunities as required.
* To contribute to the training and day-to day supervision of volunteers, students and new workers as required.
* To work as part of a team within Crossroads Derbyshire and to contribute to the development of the service.
* To maintain full and accurate case records and monitoring systems as required.
* To comply with Crossroads Derbyshire’s financial regulations and other organisational policies and procedures.
* To carry out service-specific risk assessments and maintain health and safety standards for the organisation.
* To participate in health and safety checks of the Harmony project building and dispersed properties
* To contribute towards the out-of-hours on-call on a rota basis. This will be to provide emergency assistance to staff and residents at the project and in our dispersed properties.
* To communicate with and co-ordinate the work of relief staff and night staff by means of effective oral and written handovers.

**CROSSROADS DERBYSHIRE**

**ACCOMMODATION AND FLOATING SUPPORT WORKER**

**PERSON SPECIFICATION**

**ACCOUNTABLE TO: Team Lead**

**Experience**

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| * A minimum of 1 year’s experience of working within the field of domestic abuse in either a voluntary or paid capacity or experience of working with and supporting young women with complex needs.
* Experience of risk assessment, safety and support planning
* Experience of working with safeguarding procedures for both children and vulnerable adults
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**Skills/qualifications**

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| * Ability to organise and manage time effectively and efficiently.
* Ability to communicate with a variety of audiences effectively and positively in various environments using both written and verbal communication skills.
* Ability to form positive working relationships with our multi-agency partners and be confident in professional challenge when advocating for service users.
* Ability to support, advocate for and empower service users.
* Tact, diplomacy, self-motivation and the ability to work alone and as part of a team.
* Good standard of computer literacy and ability to record work accurately.
* Ability to deliver group work.
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**Knowledge**

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| * A knowledge and understanding of the issues surrounding domestic abuse and their impact on young adults and children.
* Awareness and understanding of the societal issues and disadvantages that impact the lives of young adults from differing social background, communities, ethnicities and religions.
* An understanding of child development and the issues that can impact children reaching full potential.
* Awareness of legislation concerning domestic abuse
* A knowledge and understanding of safeguarding children and vulnerable adults
* Awareness and understanding of the criminal justice and family court systems
* Awareness of housing and homelessness legislation and procedures and the welfare benefits system
* Awareness of health and safety legislation and commitment to ensuring health and safety requirements are met within these frameworks
* A knowledge and awareness of and commitment to equal opportunities
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**Other**

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| * Willingness to work flexibly when appropriate
* Holder of full driving licence and use of a vehicle
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**Other information**

This post deals with confidential information regarding children and families, and adults at high risk of serious harm. It therefore requires a high level of integrity, good practice in relation to confidentiality and trustworthiness.