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**Job Description**

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| Job Title | | Housing First Support Worker |
| Core purpose of Job | As Housing First Support Worker within Women’s Aid East and Midlothian (WAEML) you will provide the highest possible standard of support to women, children and young people who have been subjected to domestic abuse and are accessing the service.  In this role you will provide intensive, flexible and creative housing support to women subjected domestic who are also dealing with alcohol, drug and/or mental health issues within their own independent tenancies in the community. These women have specifically been housed under the Housing First project in partnership with East Lothian Council and East Lothian Housing Association.  This postholder will be based within our Macmerry office. | |
| Salary & Hours | £23,947 – £26,236 per annum  Salary is paid on the 28th of each month in arrears.  The post holder will be expected to work 35 hours per week, these hours require some flexibility and may include regular evening/weekend hours based upon the needs of our service users.    The post is offered on a fixed term contract until 31 March 2023, continuation will be subject to securing funding. | |
| Organisational Position |  | |
|  | Reporting directly to the East Lothian Service Manager, the Housing First Support Worker is expected to work with minimum supervision. | |

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| Job Tasks | 1. To provide intensive, flexible and creative housing support to women subjected to domestic abuse who are also managing alcohol, drug use and/or mental ill health and who have been housed under the Housing First project in partnership with East Lothian Council and East Lothian Housing Association. 2. To ensure that individual support needs are assessed and addressed and to develop feminist and trauma informed person-centred housing support plans that support and promote sustainable housing outcomes, avoiding repeat homelessness for Housing First tenants. 3. To offer help with all aspects of establishing, managing and maintaining a tenancy and to support tenants to address wider complex issues such as addiction or mental health. 4. To advocate for service users and be persistent in encouraging them to engage with relevant services as well as any reconciliation work that would be to their advantage with external agencies. Whilst promoting independence, the support model will need to include a pro-active ‘hands-on’ approach, due to the complex needs of the client group and potential difficulties with engagement. For example, accompanying people to appointments. 5. To participate in the development and continuous improvement of this partnership Housing First project as part of a wider approach to tackling homelessness and repeat homelessness. 6. Liaise with, develop and sustain good working relationships with agencies across East Lothian and Midlothian who have a remit to provide services to those experiencing domestic abuse. Take part in appropriate multi-agency working groups. 7. To participate in a rota of duties of wider WAEML duty activities when required. 8. Maintain accurate manual and computer based client records (in accordance with data protection and GDPR). 9. Provide statistical information, prepare and present verbal /written reports and contribute to effective monitoring and evaluation of the project as required, including reporting on identified gaps between and within services and carrying out systemic advocacy as required. 10. Promote the work of WAEML and the Housing First framework in the local and wider community, helping to raise awareness of domestic abuse. Support the promotion of WAEML’s public and media profile, attending appropriate meetings and events on behalf of WAEML as required. Take part in preventative, educational and multi-agency work. Work collaboratively with Scottish Women’s Aid and take part in local/ national multi-agency training and partnership work. Assist in the development and maintenance of service user information. 11. Work within and comply with organisational policies, procedures legislation and regulatory and funding bodies. Keep up to date with changes in legislation and working practices and ensure national care standards and SSSC requirements are met at all times. Participate in development, monitoring and evaluation of the service as required. Perform administrative tasks in a timely way to ensure smooth running of the service. Provide quantitative and qualitative information on support and related issues regularly and written reports, as required. 12. Support your manager and colleagues in achieving team and WAEMLs objectives, regularly attending team/ other relevant meetings. Work collaboratively, assisting colleagues as appropriate. Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work. 13. Work within WAEMLs organisational financial policies and guidelines. Assist with WAEML fundraising as required. 14. Perform other duties as reasonably required by WAEML’s management team and show commitment to ongoing personal development.   The above list is indicative only and not exhaustive. The post holder is expected to carry out all such additional duties as are commensurate with the role. |
| Other associated matters | The post is open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1)  The worker will be required to complete Safe and Together training and Housing First training.  The worker must be able to drive and have access to their own vehicle. It is the workers own responsibility to ensure their insurance covers use at work including transporting passengers.  The post holder must attend regular supervision meetings with their line manager.  Staff may be required to work occasional weekend and evening work. Time off will be granted in lieu of any hours worked over the normal working week as a consequence of or in the interest of service delivery. |

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| Benefits of Working with WAEML | The annual leave entitlement is 6 weeks of annual leave per year, this increases to 8 weeks after one year of service. Annual leave entitlement includes 2 weeks (10 days) of public holiday entitlement. The annual leave year runs from 1st April.  Staff who complete 6 months service will be opted into Westfield Health policy, staff may increase the benefits of this policy at their own cost.  Eligible staff are automatically enrolled in a workplace pension scheme, WAEML makes a 5% contribution.  WAEML as an employer is registered offers the following benefits to our staff:   * Living Wage Accredited * Disability Confident * Cycle to Work Scheme * We are happy to talk about flexible working including job share |

## **PERSON SPECIFICATION**

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| **Qualifications, training and relevant experience** | **Essential** | **Desirable** |
| Proven track record in providing advocacy or support services to survivors of abuse | E |  |
| Relevant/appropriate qualification (e.g. Counselling, Women’s Studies, Support Skills, relevant SVQ or equivalent etc.) to meet the requirements of SSSC Registration (Housing Support Worker) | E |  |
| Relevant HNC/D housing qualification |  | D |
| Experience in working with a range of multi-agency partners | E |  |
| Commitment to undertake core training for the role, if not already held | E |  |
| Evidence of domestic abuse training of other training on wider Violence Against Women and Girls. |  | D |

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| **Competencies** | **Essential** | **Desirable** |
| Understanding of the impact and prevalence of domestic abuse on women, children and young people | E |  |
| Understanding of current legislation and best practice in relation to domestic abuse | E |  |
| Knowledge of housing legislation and housing services with an awareness of the issues surrounding housing management and homelessness | E |  |
| Awareness of the issues surrounding addiction, mental health and complex needs | E |  |
| Ability to build good trusting relationship with people who have experienced abuse | E |  |
| Experience of providing support, crisis intervention and safety planning with vulnerable client groups. | E |  |
| Understanding of court systems and processes of protection for children and vulnerable adults |  | D |
| Understanding of other Public Protection Processes (such Child Protection and Adult Support and Protection) | E |  |
| Excellent written and verbal communication skills | E |  |
| Competent organisational & IT skills; ability to maintain manual and electronic records. | E |  |
| Ability to prioritise, meet deadlines and work well both as an individual and within a team | E |  |
| Comfortable with lone working | E |  |
| Ability to support and assist people in crisis situations, and/or manage physical risk or behaviour likely to cause incidents, in accordance with the support plan or service protocol | E |  |

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| **Personal qualities** | **Essential** | **Desirable** |
| Articulate and effective communicator | E |  |
| Self-motivated, enthusiastic and co-operative | E |  |
| Sensitive and empathic | E |  |
| Commitment to continued personal and professional development | E |  |
| **Special requirements** | **Essential** | **Desirable** |
| Commitment to equal opportunities and anti-discriminatory practice | E |  |
| Able to work flexibly and to do occasional evening and weekend work | E |  |
| Ability to travel within and out with East Lothian and Midlothian - full driving licence and access to own transport with business user motor insurance or otherwise able to travel, to collect and transport service users | E |  |
| Membership of PVG Scheme required | E |  |

## **Organisational culture**

Women’s Aid East and Midlothian is committed to providing a high standard of service to its service users and other stakeholders. The post holder must subscribe to the feminist analysis of domestic abuse, and share a commitment to achieving the aims and objectives of Women’s Aid East and Midlothian.