



Job Title: Resettlement Support Worker – Domestic Abuse

Responsible to: Borough Lead / Services Manager

Location: Based in Brent with working across London boroughs of Harrow, Brent, Hounslow, Hillingdon, Richmond, Kinston & Ealing

Hours of work: 37.5 hours per week

Contract: Permanent, subject to funding

Main Purpose

- To provide resettlement support to women and their children moving into their own secured tenancy or within their own property
- To help women develop coping skills, resilience, life skills and self-management to live independently and safely
- Provide ongoing practical and emotional support to develop self-efficacy
- Support women to develop social and community networks

MAIN TASKS AND RESPONSIBILITIES

1. CLIENT SUPPORT

- Provide ongoing resettlement housing support related support to women in Moving Forward Project, including meeting women in their homes and in the community
- Provide a culturally sensitive, flexible support service which is responsive to changing levels of need
- In collaboration with clients develop and review, risk and needs assessments, safety plans and support plans
- Support clients to access, and work with, a range of statutory and voluntary agencies as required, including children's social care and family courts
- Liaise with landlords, and support women to work with landlords around any tenancy or repairs issues that may arise
- Support women to maximise their income and claim relevant benefits, and to access employment, training and education as appropriate
- Work with mothers to identify the needs of their children and ensure they are able to access schools, nurseries and other relevant services as required

2. PARTNERSHIP WORKING

- Collaborate with Aftercare colleagues and the Project Coordinator to share knowledge and best practices.
- Raise awareness of VAWG issues with landlords and other non-specialist partners.



3. MONITORING, EVALUATION AND REPORTING

- Utilise EACH's monitoring information systems to track and report on client journey and outcomes, providing narrative and statistical reports as required.
- Document project activities, including attendance and training records, and gather and respond to feedback from project stakeholders, including service users.
- Maintain comprehensive records, contributing data for internal and external reporting and service management purposes.
- Implement policies, procedures, and address service issues as they arise.

4. TRAINING AND DEVELOPMENT

- Participate in appropriate training courses and other activities intended to increase the post holder's personal and professional development.
- Keep up to date with current literature relating to working practice in relation to tenancy support and domestic abuse
- Engage actively in individual supervision and appraisal.

5. ORGANISATIONAL RESPONSIBILITIES

- Actively engage with other team members and work constructively with colleagues and managers in all aspects of the work.
- Conduct all work within statutory responsibilities and within EACH's policies procedures and professional guidelines e.g. Risk Management, Child Protection, Code of Ethics, Health & Safety and confidentiality policy.
- Share information with professionals / agencies within the boundaries of the Data Protection Act, including GDPR, EACH's confidentiality policy and any applicable information sharing protocols within the borough.
- Undertake all duties in line with the objectives of the post and any other tasks consistent with the nature and level of the post and as may be required by your line manager.
- Where appropriate, staff may be asked to work at EACH's projects in the different centres. Staff may also be required to work hours additional to contract hours, for which time off in lieu will be given.

Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the organisation.