



Job Title: DV Resettlement worker – the Casa Project
Responsible to: Project Lead (Housing)
Location: Ealing, with travel to sites across London as required
Hours of work: 37.5 – 5 days
Contract: Funded until 31/03/2027 – subject to extension

MAIN TASKS AND RESPONSIBILITIES

The Role

- To provide floating support to women in The Casa Project, including visiting women in their homes and meeting them in the community.
- To provide a flexible support service which is responsive to changing levels of need.
- To work with colleagues from the partnership and the Project Coordinator to share knowledge and best practice and ensure consistency across the service.
- To identify, refer and signpost women to a range of statutory and voluntary agencies as required.
- To develop and review in collaboration with the service user, Safety Plans, Support Plans and Needs & Risk Assessments.
- To liaise with landlords to arrange viewings and sign ups to properties.
- To support women to work with landlords around any tenancy or repairs issues that may arise.
- To support women with physical and/or mental health difficulties to access appropriate services and maintain their independence.
- To provide a flexible support service which responds to changing levels of need.
- To support women to maximise their income and claim relevant benefits, and to access employment, training and education as appropriate.
- To work with mothers / carers to identify the needs of their children and ensure they are able to access schools, nurseries and other relevant services as required.
- To support mothers / carers with CSC, CAMHS and/or family courts.
- To raise awareness of issues relating to VAWG with landlords and other non-specialist partners

Accountabilities

- To maintain records of contact and support offered using appropriate systems.
- To ensure all monitoring and performance returns are submitted promptly and are of a high standard.
- To ensure that the agreed Service Standards are adhered to.
- To work with the Solace Project Coordinator to ensure a high-quality service and ensure service provision achieves the required standards.
- To support landlords and other non-specialist partners in developing knowledge and skills around VAWG and DA issues.
- To ensure that appropriate levels of contact are maintained as per the guidelines issued.
- To ensure women are aware of the need to move on from the service after two years, and that they are supported to make this transition smoothly.
- Comply with Safeguarding Procedures, ensuring cases are reported, escalated and recorded appropriately.

Knowledge, Experience and Skills

- Administrative and IT skills, including Word and Outlook and sufficient to ensure a good standard of record keeping and monitoring.
- Ability to communicate effectively (both written and verbally).
- A sound working knowledge of the practical, emotional, social and economic issues facing women and children affected by VAWG.
- An understanding of the risk issues relating to Domestic Abuse.
- A commitment to respecting and valuing service user perspectives and ensuring their voice is at the heart of service delivery and development.
- Willingness to travel and work in a Pan London service.