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## **JOB DESCRIPTION**

**TITLE OF JOB:** Female Support Worker

**SERVICE/HOUSE:** Stopover Supported Housing Services

**REFERENCE NO:** STSW20/May19

**HOURS PER WEEK:** 20

**TEMPORARY/PERMANENT:** Permanent

**SALARY:** BAND 3. NJC POINTS 22-27. SALARY £21,496 per annum (pro rata) paid monthly by automated credit transfer on 25<sup>th</sup> of each month .

**ENHANCEMENTS:** £30.00 per shift (sleep-in) / £15.00 per shift on-call allowances

**HOLIDAY ENTITLEMENT:** 27 days pro rata plus 3 extra days at Christmas and the usual statutory holidays.

**ACCOUNTABLE TO:** Stevie Graves - Stopover Housing Services Manager

**LINE MANAGED BY:** Tina O'Connell – Stopover Team Leader

**RESPONSIBLE FOR:** Being part of a small team providing accommodation with trauma informed support to young women aged 16 to 25 during their transition between dependence and independence including young women who have recently become young mothers.

**FOR AN INFORMAL CHAT ABOUT THE POST:** Please contact a member of the team on 01273 603775.

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010

This post is exempt from the Rehabilitation of Offenders Act (1974) and the successful applicant will be subject to an Enhanced DBS check.



## **BACKGROUND AND AIMS OF STOPOVER**

The Impact Initiatives staff team enables people of all generations in need of support to reach their potential through innovative, professional and high quality service provision.

**Stopover** provides a unique, women only supported housing in Brighton and Hove. Accommodation is provided across three houses.

**Stopover One** provides supported housing for nine homeless or insecurely housed young women between the ages of sixteen and twenty-five for up to two years. During this time they are encouraged to develop the skills and confidence they will need to live independently and sustain a tenancy. The young women are expected to live within the house rules, attend key work sessions and complete the in-house life skills training before they are referred for move-on accommodation. The house offers intensive support; staffed twenty-four hours as a reflection of the clients that needs which come from a history of negative and damaging relationships including abuse and domestic violence as well as mental health issues, behavioural issues and substance misuse. The role of the Support Worker is to provide a consistent positive professional relationship that will allow the young women to start to trust, open up and address the issues in their past. As a result of presenting support needs there are times when the young women can challenge us and an understanding of their previous chaotic lifestyles is essential in this role. Support Workers work as part of a rota system including cover over night and at weekends. All staff hold, a case load of clients within the house.

**Stopover Two** provides supported accommodation for nine young women between the ages of eighteen and twenty-five (under eighteen in agreed circumstances only) who have usually previously completed a successful stay in a house with higher support. Young women accommodated here will be expected to have completed a recognised life skills course and will be meaningfully occupied. The house offers low to medium support and is staffed during office hours. There is an out-of-hours on-call system in case of emergency. Support Workers work as part of a rota system and will hold, a case load of clients within the house.

Both Stopover One and Two receive funding from Brighton and Hove City Council to provide housing related support to the young women living in the services.

**Stopover Three** provides shared accommodation for four young women in a private rented house and is the final step before moving to live independently.

## **MAIN TASKS**

1. To work as part of a team providing tailored support to young women with support needs which stem from a history of chaos and trauma and include sexual and physical abuse, mental health issues, substance misuse and offending.
2. To ensure that the young women accommodated understand and abide by the terms and conditions of the Occupancy Agreement.

3. To be a part of the rota. To provide regular sleep-in cover and on-call duties (with sleep-in and on-call allowance payment) and to work evenings and weekends as required.
4. To work in a key worker role with identified young women, to meet them regularly, to work with them in drawing up a support plan and to monitor and review the plan regularly in line with Stopover policy.
5. To work in a trauma informed way with an understanding of the need for long-term and consistent positive relationships.
6. To provide a bespoke support package to each young woman including referral to external specialist services where appropriate including in response to identified support needs e.g. sexual and physical abuse, mental health issues, substance misuse and offending.
7. To monitor income benefits, ensuring that benefits are maximized and remain in payment. To notify the Service Manager where problems occur.
8. To support young women towards meaningful occupation either in education, training or employment.
9. To provide information and support relating to personal and emotional matters (e.g. health, contraception, drugs/alcohol, relationships, mental health, pregnancy, substance misuse, self harm) within the context of individual and group work with young women.
10. To co-facilitate the life skills course.
11. To support volunteers in the delivery of a social program within the houses including planning and supervision of volunteers as appropriate.
12. To assist young women in identifying and acquiring appropriate move-on accommodation.
13. To keep accurate records and maintain effective communication on all aspects of work by using Stopover's systems for record keeping, monitoring and communicating with colleagues.
14. To operate within the house's clear framework of confidentiality at all times.
15. To participate in regular residents house meetings
16. To work within the house and organisational policies and procedures.
17. To attend regular supervision sessions and team meetings, including the annual Impact Day.
18. To attend training events as relevant to your post.
19. To work with senior team members to gain support and ensure personal wellbeing including engaging in one-to-one supervision sessions and

restorative circles

20. To undertake any other duties, as appropriate to the character of this work and as requested by management, as reasonably required.

**Supplementary information:**

This job description is subject to change in line with the requirements of the organisation. Impact Initiatives operates a no-smoking policy. This post is subject to a 6-month probationary period. All posts within Impact Initiatives have the opportunity of an annual review and evaluation.

## PERSON SPECIFICATION

### Female Support Worker

	Essential	Desirable	How Tested
<b>Experience</b>	<p>Experience of working with young women or young people and an understanding of the needs of this client group.</p> <p>Experience of working in a supported housing/ residential setting or similar environment.</p> <p>Experience of working within an office environment using administrative systems, computers, word processing and an ability to keep accurate up to date case files.</p> <p>Experience of lone working shift cover as well as effective team working.</p>	<p>Experience of planning and facilitating groups</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Knowledge &amp; Skills</b>	<p>An understanding of Trauma Informed Care and psychologically informed environments</p> <p>Ability to deal with a range of resident issues and to manage challenging behavior.</p> <p>Understanding of the support planning/key work system within a supported housing/residential environment and how to undertake appropriate risk assessments.</p> <p>Ability to communicate at all levels.</p> <p>An understanding of key policies and procedures in supported housing and an ability to work within these.</p>	<p>Knowledge of external support available to young women in need.</p> <p>Knowledge of the benefits system.</p> <p>Knowledge of housing legislation.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Other</b>	<p>Ability to work evenings and weekends and provide regular sleep-in cover</p> <p>A commitment to providing a safe and secure environment for young women in need of</p>	<p>Awareness of homelessness issues and the routes by which homeless people may access accommodation.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<b>Essential</b>	<b>Desirable</b>	<b>How Tested</b>
	support A proven resilience while working in a potentially stressful environment		
<b>Training &amp; Qualifications</b>		Housing or Youth Work Qualification.	