

## Job Description

- Schedule 9, Paragraph 1 of the Equality Act 2010 applies.
- This post is exempted from the Rehabilitation of Offenders Act 1974

**Job Title:** Female Bank Support Worker

**Location:** Anawim, Balsall Heath, Birmingham

**Grade:** SCP 15 -18

**Salary:** £9.49 - £10.06 per hour / sleep in rate of £40 per shift\*

*\*should the support worker be woken to support an incident (which must be logged on CIVI) during the shift, the Support Worker will be paid at their waking hourly rate, for the duration of which they are awake due to said incident and the remainder will be paid at a portion of the sleep-in rate for which they were asleep.*

**Hours:** Various hours on a 4-week rolling rota basis to cover evenings and weekend shifts including Bank Holidays.

**Day and evening shifts: Monday – Friday: 4-10pm**

**Saturday – Sunday: 8:00am-4:15pm, 4-10pm**

**OR**

**Waking night shifts: Monday – Sunday: 9:45pm-8:00am**

**Or a Sleep – In**

**Responsible to:** Dawn House Senior Staff

## **Background to the project**

Anawim seeks to support women who are vulnerable due to poverty, homelessness, abuse, rape, addictions, and may be drawn into prostitution and/or offending as a consequence. It recognises prostitution as exploitation of women. All staff, whether working in a paid or voluntary capacity, are expected to respect and work to the core values of respecting others, valuing all, and belief in the possibility of a life lived to the full.

## **Purpose / mission of Dawn house**

To provide a safe space for criminal justice involved women & those at risk of entering, to receive support that is transformative and life changing. To equip them to live full, free lives away from abuse, violence, addictions and crime, helping them to overcome their trauma. Aim to integrate the residential into the whole Anawim service and wider community and empower them to maintain their independence beyond Dawn House.

To provide a listening ear and support to women who make contact through our Helpline who are in need, make wellbeing calls to previous residents and other women identified by other staff as requiring an out of hours call. Offer support via our online chat through our website.

## **Main Duties and responsibilities:**

1. Offering the necessary support to enable the women to be successful in shared living, taking into account their abilities, aspirations and goals to maximise positive outcomes, according to their support plan.
2. Utilise each shift to offer intentional and focused support to each woman on an individual basis or in small groups around tasks e.g. how to set up an email address, how to stay safe on-line, budgeting, paying bills, setting up utilities, preparing to managing their tenancy, wiring a plug etc.
3. Contribute to the overall maintenance of the services including undertaking administrative and housing management tasks as required, such as applying for housing benefit.
4. Initiate activities which will engage the women, drawing out any who may remain isolated in their rooms, such as art, jewellery making etc.
5. Provide support with the initial two-week induction programme and the ongoing individual support/ review plans in conjunction with the senior support worker while demonstrating excellent personal boundaries. Enter activities undertaken, conversations, risk etc. onto Anawim's database and in support plans and handover book as appropriate.

6. Make sure it is your priority to read support plans, handover notes on each woman on every shift.
7. Promote client involvement in the smooth running of the house, sharing tasks such as cooking and cleaning. Encourage more established women to become peer mentors to newer arrivals, welcoming and assisting in preparation of rooms prior to arrival.
8. Ensure that records are accurate and up to date and properly documented with factual information, avoiding opinions and respecting confidentiality and GDPR; on both office-based files and our online database civi
9. Support in the preparation of shared meals as appropriate. Ensure supplies such as tea, coffee, milk is topped up from the main centre, informing Dawn House Senior Staff or the HR Advisor and Centre Coordinator of shortages and taking responsibility for buying these if appropriate at weekends.
10. Ensure the safety of the women in line with Anawim Policies and Procedures, flagging up concerns to the Dawn House Senior Staff.
11. Support clients to develop a range of life and independent living skills such as; healthy relationships, recognising domestic abuse, maintaining personal boundaries and wellbeing etc.
12. Be vigilant at all times and report any incidents of self-harm, arguments, accidents, threatening behaviour, phone calls or any other well-being/ safeguarding concerns and record any incidents on the clients file (office file and civi). Completing an incident form and reporting to Dawn House Senior staff or to the identified-on call staff member during out of hours.
13. Deal with obvious risks immediately e.g. spillages, blocked fire exits or any other health & safety matters to the Dawn House Senior Staff.
14. Assist women in bidding on and searching for move on housing.
15. Support and assist clients in developing a range of social, educational, occupational and leisure activities in order to achieve their aspirations/outcomes. Leading on the planning and implementation of monthly house activities.

16. Report to the Dawn House Senior Staff with any identified risks in relation to residents, callers or the building in accordance with existing procedures.
17. To take calls on our help line assisting women calling with support and sign posting partnership services as appropriate and completing civi records as appropriate
18. While on night shifts to log into the online chat facility on the website and respond to any chats offering support and signposting, ensuring the information is then completed on civi
19. Offering an out of hours telephone support to existing Anawim clients if requested by their allocated Caseworker; ensuring all information is logged on civi and that the caseworker is tagged for their reference.
20. Develop good and professional relationships with colleagues, volunteers, students and external agencies ensuring that the best possible service is maintained, including ensuring that out of hours service information is up to date and readily available.
21. Effective problem-solving skills and the ability to make decisions in sometimes challenging situations.
22. To assist residents to manage any crises, emergencies and difficulties that may occur out of hours.
23. To lead on the preparation and setting up of the facilities and bedrooms for women's arrival or departure.
24. Participate in meetings and training as appropriate to the work
25. Undertake additional duties within the overall running of Anawim when required
26. Promote and uphold the Anawim policy on equal opportunities, values of inclusivity, empowerment with awareness of social exclusion.
27. Work in full compliance with all current appropriate legislation, standards and best practice.
28. Be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Anawim Health and Safety Policy commensurate with this position.
29. Ensure the safety of the women in line with Anawim Policies and Procedures, flagging up concerns to the Dawn House Senior Staff.

## PERSON SPECIFICATION

**Job Title:** Female Bank Support Worker

**Location:** Anawim, Balsall Heath, Birmingham

Area	Essential	Desirable	Method of Assessment
<b>Qualifications</b>	<p>No formal qualifications are required however a good understanding of service users with multiple and complex needs is essential.</p> <p>Applicants must be computer literate and have a good standard of written and oral communication.</p>	<p>Food hygiene level 2</p> <p>First Aid qualification</p> <p>Understanding of Health and Safety</p>	A, I, D
<b>Experience</b>	Experience in delivering support in a residential setting		A, I, R
<b>Knowledge</b>	Understanding of issues/needs of clients with complex issues.		I
<b>Skills and abilities</b>	<p>Excellent communication, behaviour management and de-escalation skills.</p> <p>Ability to follow comprehensive risk and needs assessments.</p> <p>Ability to relate to individuals who have a history of serial exclusion, homelessness, those with Mental Health issues and problematic substance misuse.</p> <p>Ability to communicate and engage at all levels.</p> <p>Ability and desire to work as part of a team.</p> <p>Ability to liaise with both external and internal supporting agencies.</p>		I

<b>Disposition / Personal Qualities</b>	<p>Enthusiastic and self-motivated.</p> <p>Ability to negotiate and influence outcomes.</p> <p>Committed to developing and improving a holistic service in order to meet the needs of women with vulnerabilities.</p> <p>Committed to empowering the women to make choices in all areas of their lives.</p>		I, R
	<p>Commitment to anti-discriminatory practice.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>		
<b>Other</b>	<p>Excellent personal boundaries</p> <p>Satisfactory Enhanced Disclosure from the Disclosure and Barring Service (costs met by Anawim)</p>		A, I, D

**Method of Assessment:**

**A = Application Form   D = Documentation   I = Interview   T = Test/Exercise  
R = Reference**