

## Job Description

**Job Title:** Accommodation Specialist Lead

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

- *Se Section S7(2) Schedule 9, Paragraph 1 of the Equality Act 2010 applies.*
- *This post is exempted from Rehabilitation of Offenders Act 1974*
- *Fixed term contract 1 year initially*

**Grade:** SCP 28-30

**Salary:** £27,197-£29,203 per annum

**Hours:** Full time 37 hours per week

**Responsible to:** Central Services Manager

### 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.

Dawn House is a ground-breaking facility offering a residential facility on the same site as a women's centre. We provide support and a home to women upon release from prison which is enabling, encourages mutually supportive relationships and maximises independence. The Anawim centre provides therapeutic courses and activities to support a range of women with complex needs to move on in their lives.

### Aim:

To support residents of Dawn House to find suitable move on accommodation and offer support to the wider Anawim team with housing related matters.

## **Main Duties and Responsibilities:**

1. To take responsibility for a designated caseload of clients from Dawn House who require housing support to move on.
2. To assess our Drop in clients' support needs and to liaise with statutory and non-statutory/voluntary agencies, where appropriate, to negotiate and agree their participation in supporting the individual.
3. To be available to advocate in matters relating to the client (e.g. Housing Benefit advice, anti-social behaviour, arrears advice etc.) and to actively involve the client in sustaining their tenancies.
4. Offer a weekly session for staff to access housing related support regarding their active cases
5. Undertake the City and Guilds Leave 3 Award in Energy Awareness and deliver energy advice to clients across the service
6. Complete follow up casework, input data in Anawim's internal database and feedback on project to line manager/ wider staff team. Maintain accurate case files by regularly inputting client information and recording outcomes.
7. Build up a directory of good quality housing providers, visiting and making relationships with new providers you come across, checking the quality of the housing and any support on offer to share with other staff.
8. Demonstrate a flexible approach to working hours, as the Drop-in is designed for women who operate outside of normal daytime hours, sessions and activities will often take place during evenings and on weekends.
9. Build a team to work alongside you made up of volunteers, students & peer mentors who can undertake the tasks outlined in her support plan. Co-ordinate her care including the involvement of other professionals such as GP, CPN, Housing officer, Social Worker, Probation Officer.
10. Put together a training package & deliver to all staff quarterly around your specialist role that can also be offered to other organisations, including teenage appropriate materials.
11. Co-facilitate with other staff and trainers, group programmes for the women supporting and encouraging their involvement.
12. Along with the rest of the team take calls from the helpline and online chat on a rota basis.
13. Be responsible for record keeping in accordance with client and project confidentiality.

14. Participate in meetings and training as appropriate to the work.
15. Promote and uphold the Anawim policy on equal opportunities, values of inclusivity, empowerment with awareness of social exclusion.
16. Work in full compliance with all current appropriate legislation, standards and best practice.
17. 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.
18. Ensure the safety of the women in line with Anawim Policies and Procedures, flagging up concerns to the Service Manager.
19. Be vigilant at all times and report any safeguarding, health, safety or wellbeing concerns to the Service Manager.
20. Deal with obvious risks immediately e.g. Spillages, blocked fire exits, incidents of self-harm, arguments, accidents, threatening behaviour or phone calls.
21. Undertake additional duties within the overall running of Anawim as may be identified in consultation with the Service Manager and team.

### **Additional Tasks:**

It is in the nature of our mission that tasks and responsibilities are in many circumstances unpredictable and varied. All workers are therefore expected to be flexible so that when the occasion arises, tasks that are not specifically covered in their job description are undertaken. These additional tasks will normally be to cover unforeseen circumstances and should be compatible with the regular work of Anawim. If the additional responsibility becomes regular, it will be included in the job description in consultation with the employee.

## PERSON SPECIFICATION

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<u>Factor</u>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b><u>Knowledge and Experience</u></b>	<p>Experience of working with vulnerable women with a range of complex issues including trauma</p> <p>Experience of holding a caseload &amp; undertaking regular 1-1 interventions &amp; reviews.</p> <p>Knowledge of benefits, housing &amp; employment</p> <p>Good understanding of domestic abuse, self-harm and suicide</p> <p>Understanding of safeguarding policies &amp; procedures</p> <p>Knowledge of the criminal justice system</p> <p>Working knowledge of issues surrounding drug and alcohol misuse, offending and prostitution</p>	<p>Knowledge of law, immigration and asylum</p> <p>Experience of the prison system.</p> <p>Experience in completing Housing Benefit Applications</p> <p>Experience in delivering Energy, Benefits and Debt Advice</p> <p>Psychology or related degree</p>	A, I, R
<b>Skills and abilities</b>	<p>Excellent interpersonal, assertive outreach, communication, assessment and listening skills</p> <p>Ability to train others and impart knowledge and resources</p> <p>Ability to proactively engage with women who are sometimes difficult to draw in, demonstrating excellent engagement skills</p> <p>Ability to maintain a high standard of case file recording in line with current</p>	<p>Language skills</p> <p>Knowledge of aversion therapies and using crisis plans</p>	A, I, R

	<p>procedures using electronic database</p> <p>Understanding of diversity and anti-oppressive practice, other cultures and religions</p> <p>Ability to relate and come alongside those with lived experience of multiple vulnerabilities.</p> <p>Willingness to be available out of hours when necessary for crisis situations while maintaining healthy boundaries.</p> <p>Ability to network with other agencies and professionals i.e. Police, Probation, promoting the Anawim service, speaking and presenting at team meetings and conferences when necessary</p> <p>Able to work as a member of the team and share information internally and with outside agencies</p> <p>Understanding of the need for confidentiality and its limitations, &amp; data protection</p> <p>Hold excellent professional boundaries enabling an ability to cope with stressful and emotional work</p> <p>Ability to work with women in one to one meetings to increase her motivation to change and develop, recognising her needs</p> <p>Ability to produce reports presentations and displays as required</p> <p>Good IT skills, ability to use email, electronic calendars, databases &amp; find information on the internet</p>		
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	Ability to plan and prioritise work		
<b>Other</b>	<p>Calm, friendly and approachable disposition</p> <p>Full driving licence and use of own vehicle</p> <p>Flexibility and a willingness to work evenings and weekends as needed.</p> <p>Enhanced Disclosure from the Criminal Records Bureau. (Requested by Anawim if appointed).</p>		A, D, I, R
<b>Commitment</b>	To respect the core values and beliefs of the Project and its Founding partners.		I

<b>Area</b>	<b>Description</b>	<b>Method of Assessment</b>
<b>Qualifications</b>	An advice related qualification is desirable such as NVQ or QCF in Information, Advice and guidance.	A, I, D
<b>Experience</b>	<p>Have proven experience of providing housing related support.</p> <p>Have experience of team and partnership working.</p>	A, I, R
<b>Knowledge</b>	<p>Have a sound working knowledge of welfare benefits.</p> <p>Knowledge of housing management good practice</p>	A, 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>	A, I

	<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 at all levels.</p> <p>Ability to work as part of a team.</p> <p>Ability to liaise with both external and internal supporting agencies.</p>	
<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> <p>Commitment to anti-discriminatory practice.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>	A, I, R
<b>Other</b>	<p>Excellent personal boundaries</p> <p>Satisfactory Enhanced Disclosure from the Disclosure and Barring Service (costs met by Anawim)</p>	I, D

**Method of Assessment:**

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