

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 (Waking Nights)

Location: Anawim, Balsall Heath, Birmingham

Grade: SCP 15 -18

Salary: £9.49 - £10.06 per hour

Hours: Various shifts on a 4-week rolling rota basis. Including Bank Holidays.

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

Responsible to: Dawn House Coordinator

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. Contribute to the overall maintenance of the services including undertaking administrative and housing management tasks as required.
3. Enter activities undertaken, conversations, risk etc. onto Anawim's database and in support plans and handover book as appropriate.
4. Make sure it is your priority to read support plans, handover notes on each woman on every shift.
5. 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.
6. 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.
7. Support in the preparation of shared meals as appropriate. Ensure supplies such as tea, coffee, milk is topped up, informing the Dawn House Coordinator of shortages and taking responsibility for buying these if appropriate at weekends.
8. Ensure the safety of the women in line with Anawim Policies and Procedures, flagging up concerns to the Dawn House Coordinator or Duty Manager.
9. 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.
10. 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 secure database. Completing an incident form and reporting to Dawn House Coordinator or to the identified-on call staff member during out of hours.
11. Deal with obvious risks immediately e.g. spillages, blocked fire exits and report any other health & safety matters to the Dawn House Coordinator.

12. 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.
13. Report to the Dawn House Coordinator with any identified risks in relation to residents, callers or the building in accordance with existing procedures.
14. To take calls on our helpline assisting women calling with support and sign posting partnership services as appropriate and completing records on the secure database, as appropriate.
15. 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 the secure database.
16. Offering an out of hours telephone support to existing Anawim clients if requested by their allocated Caseworker; ensuring all information is logged on the secure database and that the caseworker is tagged for their reference.
17. 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.
18. Effective problem-solving skills and the ability to make decisions in sometimes challenging situations.
19. To assist residents to manage any crises, emergencies and difficulties that may occur out of hours.
20. To lead on the preparation and setting up of the facilities and bedrooms for women's arrival or departure.
21. Participate in meetings and training as appropriate to the work.
22. Undertake additional duties within the overall running of Anawim when required.
23. Promote and uphold the Anawim policy on equal opportunities, values of inclusivity, empowerment with awareness of social exclusion.
24. Work in full compliance with all current appropriate legislation, standards and best practice.
25. 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.
26. Ensure the safety of the women in line with Anawim Policies and Procedures, flagging up concerns to the Dawn House Coordinator.

PERSON SPECIFICATION

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Location: Anawim, Balsall Heath, Birmingham

Area	Essential	Desirable	Method of Assessment
Qualifications	<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
Experience	Experience in delivering support in a residential setting		A, I, R
Knowledge	Understanding of issues/needs of clients with complex issues.		I
Skills and abilities	<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

Disposition / Personal Qualities	<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>		
Other	<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**