



**A Partnership To Build Sustainable
Communities**

The Shropshire Housing Group was formed in 2007 to provide a partnership framework enabling Meres and Mosses Housing Association and South Shropshire Housing Association to work together to deliver new affordable homes and first class services to the tenants of the Group's 4500 properties across Shropshire.

**FEMALE* HOUSING SUPPORT OFFICER (DOMESTIC VIOLENCE) - 1 Year Contract -
Ref: NSH002**

**Salary Scale C: £18,906- £23,951 pro rata, 17.5 hours per week, Base: South
Shropshire**

Are you an experienced professional who can provide a floating support service to people who have suffered from, or are experiencing, domestic violence and abuse?

We are looking for a female floating support officer to join our Generic Floating Support team who will provide specialist domestic violence support to women moving on from our Refuge and to people within the community of South Shropshire. You will apply a range of housing related support skills to meet the needs of each individual to ensure their safety, well-being and financial stability. You should have previous experience of working with people who have domestic violence issues, and have a knowledge and understanding of all the relevant statutory and legal processes.

***Section 7 (2) (d) of the Sex Discrimination Act 1975 applies to this position.**

Closing date: 10am Friday, 17th September 2010

Interviews: Friday, 1st October 2010

**Posts involving contact with children or vulnerable adults will be subject to an appropriate
criminal record disclosure**

The Group offers excellent terms and conditions of employment,, contributory pension scheme, and 23 days' holiday (pro rata) increasing with service.

For an application pack please contact Customer Services at Shropshire Housing Group, Talbot House, High Street, Wem, Shropshire, SY4 5AA. Tel: 01588 676200 or 01939 238840 (both "option 2") or e-mail your address to customerservices@shropshirehousing.org.uk quoting the post reference. Alternatively please go to our website www.shropshirehousing.org.uk and follow the links to the vacancy page.

Shropshire Housing Group is committed to equal opportunities and welcomes applications from everyone



INVESTOR IN PEOPLE



business for neighbourhoods



SOUTH SHROPSHIRE HOUSING ASSOCIATION

JOB DESCRIPTION

POST: HOUSING SUPPORT OFFICER (DOMESTIC VIOLENCE)
1 YEAR CONTRACT POST REF: NSC010

GRADE: C SALARY: £18,906 - £23,951 (pro rata)

FULL/PART TIME: PART TIME 17.5 HOURS PER WEEK

RESPONSIBLE TO: Housing Support Team Leader

BRIEF DETAILS OF POST

The post holder will provide an individual support service to women and men experiencing domestic violence.

This post is part of a Generic Floating Support Team providing resettlement to people experiencing Domestic Violence, mainly within the South Shropshire Community along with referrals for the Shrewsbury area

The work will provide support to women moving on from the Women's Refuge in South Shropshire; support is also offered to women who may not have had contact with the Refuge.

Support will be planned according to each individual need, with the objective of helping women to settle into a new environment and community. To achieve this the post holder will need to help women to access appropriate services to ensure their safety, well-being and financial stability.

1. PRINCIPAL DUTIES

- 1.1 To offer resettlement, housing support and assistance to women moving on from the Refuge, or moving into SSHA accommodation because of domestic violence. The service is also offered to people who are non SSHA tenants.
- 1.2 To liaise with the Refuge Project Managers and Homelessness Officer on a regular basis, in order to plan support for women moving on from the Refuge.
- 1.3 To assist the Housing Support Team Leader with referrals from different agencies specifically relating to Domestic Violence issues to people living or planning to resettle in the South Shropshire Community.
- 1.4 To liaise with the Homelessness Officer and Community Housing Officers to identify suitable properties for women moving on from the Refuge.

- 1.5 Consult with service users to plan resettlement and support goals, and ensure these are regularly reviewed with Housing Support Team Leader.
- 1.6 Provide practical and emotional support by way of:
 - Assistance and advice on arranging the move
 - Claiming appropriate benefits
 - Liaising with statutory and voluntary agencies to obtain appropriate services i.e. doctors, schools, Homestart, Social Services, etc
 - Regular visits to service users in their home
 - Help with obtaining furniture
 - Help with obtaining legal advice and specialist support services if necessary
 - Assist with maintaining the safety and security of the service user
 - Help to establish social links with the community
- 1.7 Maintain individual support files, and keep accurate records and statistical information as required for monitoring purposes.
- 1.8 Establish and maintain good communication links with SSHA staff to achieve the best outcome for each individual client.

2. GENERAL DUTIES AND RESPONSIBILITIES

- 2.1. Attend training as required to enhance the effectiveness of the post.
- 2.2. Assist your Manager to identify your training issues as part of your ongoing supervision and professional development.
- 2.3. Liaise regularly with colleagues as appropriate across the business in order to inform your work practice and contribute to service development.
- 2.4. Contribute to departmental and sectional operational plans.
- 2.5. You should be prepared to work flexibly and to meet the requirements of the job and opening hours, including evening and weekend working.
- 2.6. Use information technology as required to carry out the duties of the post. (e.g. arrears, repairs, etc).
- 2.7. Uphold the Equalities and Diversity policy of the association and have an understanding and commitment to anti-discriminatory practices.
- 2.8. Take responsibility for the health and safety of oneself and others in the workplace, particularly in respect of:
 - Accident reporting
 - Lone working procedures
 - Risk management

- 2.9 Ensure compliance with requirements under the Data Protection Act 1998 and follow the Group's procedures relating to confidentiality.
- 2.10 To undertake any other duties that may be required from time to time commensurate with the grade and general nature of the post.

CURRENT POSTHOLDER

Job Share

DATE FOR REVIEW

SIGNED:
Manager

DATE:

SIGNED:

DATE:

PERSON SPECIFICATION

HOUSING SUPPORT OFFICER (Domestic Violence)

QUALITIES	ESSENTIAL/ DESIRABLE
EXPERIENCE	
Experience of working on a one to one basis with vulnerable people	Essential
Experience of working with people experiencing domestic violence, either in a housing or refuge setting	Essential
Experience of multi-agency working	Desirable
Experience of working with people who have mental health issues	Desirable
Experience of working with people who have a learning disability	Desirable
Experience in helping people with acquiring life-skills e.g. budgeting, cooking, shopping, decorating, maintaining safety in the home	Essential
KNOWLEDGE AND SKILLS	
Understanding and commitment to anti-discriminatory working practices	Essential
Knowledge and understanding of the Benefits System	Essential
A working knowledge of existing statutory and voluntary sector support available to vulnerable adults	Desirable
Knowledge of housing management/tenancy related matters	Essential
Knowledge and understanding of life skills training	Desirable
Understanding of health and safety issues in the home	Essential
Professional housing qualification	Desirable
NVQ level 3 in Social Care or Promoting Independence	Desirable
Certificate in Supported Housing	Desirable
DipSW	Desirable
Training/Teaching certificate e.g. Life skills Trainer, Benefits Advice, Counselling	Desirable
PERSONAL	
Able to manage complex and varied workload	Essential
Excellent communication skills both written and oral	Essential
Able to drive and have access to a car	Essential
Able to work on own initiative but as part of a team	Essential