

# JOB DESCRIPTION

LAST UPDATED 4 JANUARY 2022



<b>Job Title:</b>	Accommodation and Resettlement Worker
<b>Team:</b>	Accommodation and Resettlement Team
<b>Responsible to:</b>	Phoenix Deputy Manager
<b>Responsible for:</b>	No staff
<b>Location:</b>	Trowbridge

<b>Hours:</b>	37 hours
<b>Holiday Entitlement:</b>	25 days plus bank holidays
<b>Salary:</b>	£21,041 – £23,364
<b>Pension:</b>	Group personal pension plan, with employer contribution of up to 4%.

<b>Vetting Requirements:</b>	Enhanced DBS
<b>Essential Requirements</b>	Full driving licence, business insurance and use of road worthy vehicle.
<b>General Description:</b>	<p>Splitz Support Service’s Phoenix Project has recently received new funding, which has allowed us to continue to grow and expand the services we offer. This is an exciting opportunity to join our brand new Accommodation and Resettlement Team, which will operate across Wiltshire.</p> <p>This role is part of the Phoenix Project which provides individual and family support to domestic abuse victims and their children. The Accommodation and Resettlement Team will focus on delivering timely and high quality, trauma informed support to victims of domestic abuse, and their families.</p> <p>The post holder will support victims experiencing domestic abuse to access safe accommodation, make long term positive and sustainable changes in their lives and to recover from the harm of domestic abuse. To do this you will work sensitively with service users to support them in making the changes to live free from harm, ensuring they feel safe, secure and supported.</p> <p>We are looking for individuals who are passionate about preventing domestic abuse and supporting survivors to live free from abuse.</p>

	This role will be based in Trowbridge, with a requirement to travel across Wiltshire. Splitz supports staff to work flexibly, with an ability to work in a hybrid fashion, both at home and in the office.
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## Main Duties and Responsibilities

- To provide a high quality support service to victims experiencing domestic abuse and, giving practical and emotional support.
- Provide support to service users and their families when living in safe accommodation and resettlement support when moving on from refuge accommodation and in the wider community.
- Support and empower service users to develop skills to enable them and enhance their tenancy sustainment skills, referring to the Living Skills group within Phoenix, as appropriate.
- Manage a caseload of assessed service users through telephone and face to face support, to enable them to increase their safety and make positive choices for the future.
- Support service users in looking for refuge or alternative safe accommodation.
- Provide support to service users accessing other support within Phoenix, around accommodation and resettlement needs.
- Develop and establish positive partnerships with various community, statutory and voluntary housing organisations, such as refuges, supported accommodation, the local authority, housing benefits department and others, to enable us to access support for service users, advocate on their behalf and secure safe accommodation.
- Actively work with a wide range of accommodation providers, including private landlords, with the aim of opening up housing options for service users.
- Provide advice and guidance to housing teams and accommodation partners dealing with domestic abuse.
- Complete an initial assessment of individuals' and families' needs to that you can identify and plan the support needed to address issues and prevent any problems from escalating.
- Empower service users to make informed decisions about various aspects of their lives through discussions about options available to them as survivors of domestic abuse.
- Plan and implement activities to promote self-awareness, confidence and participation for service users.
- Support service users with practical tasks of setting up new homes such as bank accounts, utility bills etc. as required.
- Ensure support provided is accessible to service users in terms of location and times.
- Undertake regular caseload review meetings with individuals and families during home and community visits to ensure they are fully supported to progress and achieve desired outcomes.

- Undertake risk assessments and implementing robust safety management plans, with due regard to the dynamic nature of risk.
- Ensure personal safety and that of service users and other staff at all times.
- Respond to emergencies and crises, including access to places of safety.
- Work closely with multi-agency partners and the wider Phoenix team to ensure that we maintain a focus on risk management and safeguarding.
- Identify and assist service users in accessing and attending other support services such as housing, legal, education, health and positive activities where necessary.
- Enable service users to participate in the design, delivery and evaluation of services.
- Utilise evaluation and monitoring systems to ensure high standards of service are consistently achieved.

### **Groups and Activities**

- Focus on assisting service users and their families to reduce social isolation by connecting them to local community facilities, activities and groups.
- Assist with recruiting service users to be involved in the development of groups or activities or groups, providing them with ongoing support.

### **General**

- Work at all times in accordance with the requirements of the Lone Working Policy and Procedure.
- Attend and contribute to team meetings.
- Update written and computerised records with accurate and clear information.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Undertake agreed training and keep updated on legislation, policy and best practice.
- Act as duty officer for Phoenix, responding to incoming calls, logging referrals and making assigned outgoing calls, according to the duty rota. Duty shifts will be 9.00am to 5.00pm in the Trowbridge office.

### **Responsibilities**

- Manage appropriately high confidential information relating to vulnerable people.
- Ensure security of data, especially sensitive personal data, in line with the information security policy.

- Work within Splitz's policies and procedures at all times.
- Be mindful of responsibilities in respect of health and safety, in particular:
  - Cooperate at all times with management in the implementation of and adherence to health and safety policy and procedures;
  - Take reasonable care for their own safety and for the safety of others who may foreseeably be affected by their actions at work;
  - Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work;
  - Report all health and safety concerns to line manager;
  - Assist with the completion of the risk assessment programme.
- Any other duties that may be reasonably required.