JOB DESCRIPTION

Post: Housing Practitioner – A Home of Her Own Coventry

Hours of Work: 28 hours per week (some out of hours’ work may be required)

Salary: NJC point 23 £22,462 FTE

Job Purpose:

- Coventry Haven Women’s Aid and Kairos WWT are recruiting a part-time Housing Practitioner who has an interest in and commitment to working with vulnerable women, particularly those who are affected by or at risk of domestic abuse/sexual exploitation. This role will be part of an exciting new project, working in partnership with Kairos WWT to progress women-centred and trauma-informed housing solutions for women with multiple and complex needs
- This role will support service users who are currently homeless to navigate housing services and ultimately improve their housing situation. This will be carried out primarily through delivering 1-2-1 support work tailored to the needs of individual women and children who are in temporary accommodation or at risk of homelessness.

Responsible to: Service Manager

Duties and Responsibilities

- Manage a caseload of women with multiple and complex needs who are currently homeless or at risk of becoming homeless in Coventry
- Carry out assessments - including risk assessments - to devise a tailored support plan to provide practical and emotional support to improve their housing situation
- Offer floating support to service users, attending appointments and resolving issues relating to their housing needs
- To provide advocacy and support around finances, housing options and other support areas as required
- Work collaboratively with Coventry Haven Women’s Aid team members to ensure service users received a seamless and joined up support
- Develop and maintain partnerships with key agencies including Housing departments RSL’s/landlords to devise safe and realistic housing action plans for women
- To provide briefings as required and share knowledge of Domestic Abuse to colleagues in Housing
- To comply with the recording, monitoring and evaluation procedures of the project
- To develop policies and practice guidelines appropriate to the project in accordance with CHWA policies and procedures
- To keep up to date with current legislation changes for dissemination within the staff team, and for use when working with women and children around their rights
- To keep abreast of issues regarding violence against women on a national level
- To identify and make links with existing projects and community services to develop joint services where appropriate
• To participate in multi-agency work as agreed by your line manager
• To identify and attend training and conferences relevant to the post, in agreement with you line manager
• To work alongside colleagues to organise in-house training and information sessions on a range of issues for service user’s child or adult protection/safeguarding concerns
• To promote awareness of the impact of Domestic Abuse on women and children and CHWA services

Administration
• To maintain clear and adequate records of work done and in progress, for all service users, to ensure that they are accessible as appropriate
• To produce monthly reports for your line manager
• To carry out administrative tasks necessary to fill the role
• To pass any complaints directly to the line manager and participate in any follow up investigation procedures as required
• Attend team meetings and other meetings as required
• To work in accordance with Coventry haven Women’s Aid policies, procedures and philosophical principles
• To attend regular staff meetings, operational meetings or any other meetings, any training either external or internal as requested by the SMT and to attend regular supervision sessions
• To undertake other duties as directed by the SMT
• Following safety procedures
• Carrying out risk assessments in conjunction with your line manager
• To develop a professional working relationship with external agencies

General
• To maintain the confidentiality of the women and children using the service
• To maintain confidentiality in all matters relating to the organisation
• To offer an equal service to all women and children regardless of age, class, race, class, culture, language, religion and sexual orientation
• To ensure the efficient use of resources at all times
• To work within the CHWA policies and procedures and demonstrate a commitment to the values and ethos of CHWA
• To work within CHWA’s framework for equal opportunities and anti-discriminatory practice
• To adhere to Child Protection and Safeguarding procedures, and Adult Safeguarding procedures throughout
• To promote awareness of women-centred and trauma informed practices and Kairos WWT services
• Maintain an up-to-date knowledge of current legislation and best practice and a willingness to attend further training as necessary
• To support the promotion of CHWA and Kairos WWT

The above is provided for guidance and is not an exhaustive list of all accountabilities that the post holder may have over time.
### Person Specification

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| Commitment and Understanding | • Good general level of education  
• Commitment to services for women and children affected by domestic abuse  
• Commitment to work within CHWA ethos, policies and procedures  
• An understanding of women’s issues and feminist principles, in particular around the issues of domestic abuse and its implications for women and children  
• Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs |
| Experience                   | • Of providing practical and emotional support to women and children affected by Domestic Abuse  
• Of offering advice and information and advocating for service users on a range of issues including homelessness, benefits, legal, social welfare issues etc.  
• Of developing and maintaining effective working relationships with external agencies  
• Of working within safeguarding guidelines to protect and promote the wellbeing of children and vulnerable adults  
• Of providing briefings and influencing practice with other professionals  
• Experience of working within a line management structure |
| Abilities/Skills/Knowledge   | • A professional approach to communicating with and engaging service users in the delivery of the service  
• The ability to carry out safe working practices essential within Domestic Abuse services, including risk assessment, safety planning and the implementation of confidentiality procedures  
• The ability to build good relationships with other staff and volunteers and to work as part of a team  
• Good administrative skills and the ability to work with Microsoft Office  
• Excellent interpersonal skills, develop trusting, supportive relationships with appropriate professional challenge  
• Accurate record keeping and attention to detail  
• Ability to adapt communication style and content to meet the needs of the audience in 1-1 and group sessions  
• Sound organisational skills, ability to plan and prioritise |
| General                      | • It will be necessary for an enhanced Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions  
• Full driving license and access to a car during working hours |
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|                              | • Relevant qualifications  
• The ability to speak one or more of the community languages of Coventry  
• An understanding of information-handling requirements (e.g. confidentiality, data protection)  
• An understanding of assessment processes, including risk assessments |