



# Job Description

<b>Job Title</b>	Complex Needs Worker – Resettlement
<b>Department</b>	Domestic Abuse, Welfare & Resettlement
<b>Responsible to</b>	Chichester Service Manager
<b>Salary Scale</b>	£24,672 - £25,668
<b>Disclosure and Barring Service (DBS) Check Required</b>	Enhanced DBS with Adults Barred List
<p><b>BACKGROUND INFORMATION</b></p> <p>My Sisters’ House (MSH) provides independent, trauma-informed frontline services to local women of any age, with any issue. Services are gender-specific, holistic, and community-based, and offer tailored advice, support, information, and signposting, as well as individual casework and group work. The focus is to increase safety, reduce fear and isolation, and, where relevant, to support women who want to develop the skills, experience and confidence needed to move into training, education, volunteering, or employment.</p> <p><b>Owing to the gender specific nature of My Sisters’ House service provision, being female is a genuine occupational requirement under Paragraph 27, Schedule 3 of the Equality Act 2010.</b></p>	
<p><b>JOB PURPOSE</b></p> <p>Providing support to clients with complex needs who have fled domestic abuse and are in temporary or emergency housing and require safe, secure, and stable accommodation.</p>	
<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• To work intensively with clients for a period of 12-20 weeks on any issues they may have and to provide emotional and practical support.</li> <li>• To DASH and ISSP clients and make referrals to WORTH/MARAC as appropriate.</li> <li>• To undertake one-to-one complex needs work to reduce the risk of domestic abuse.</li> <li>• To participate in multi-agency working on behalf of clients.</li> <li>• To research issues that are affecting clients and to signpost or refer, as appropriate.</li> <li>• To advocate for clients when liaising with external agencies, e.g. housing teams, Change Grow Live, etc.</li> <li>• To help clients with budgeting and benefit checks.</li> <li>• To support clients to complete PIP applications and DHPs, where relevant.</li> <li>• To source items for clients such as household goods, laptops, safety equipment, where relevant.</li> <li>• To provide emotional support to clients and empower them to move beyond their current circumstances.</li> <li>• To write supporting letters</li> <li>• To deliver presentations to housing teams and any other relevant agencies or partners.</li> <li>• To advise housing teams on matters of domestic abuse.</li> <li>• To run a weekly Peer Group for clients who are resettled following fleeing from domestic abuse.</li> </ul>	
<p><b>SCOPE OF ROLE</b></p> <ul style="list-style-type: none"> <li>• To work in a trauma-informed way and with the client at the heart of all we do.</li> <li>• To work as part of a team of specialists, supporting women who are survivors of domestic abuse, providing information, advocacy, and practical assistance in relation to a range of barriers and</li> </ul>	

support needs, including domestic abuse (current and historical), housing, local reintegration, health and wellbeing, finances, social isolation, benefits.

- To manage a complex caseload of clients and to ensure effective activity is undertaken, tailored to their individual requirements, identifying an appropriate package of end-to-end support.
- To be alert to risk for women and children living with domestic abuse, and provide risk assessments, safety and support planning, advocacy, and domestic abuse awareness work.
- To empower clients to make positive changes within their lives, and to promote independent management of their well-being.
- To identify Child and Vulnerable Adult Safeguarding issues and make referrals in a timely and appropriate manner.
- To be alert to risk of mental health crisis and make appropriate referrals.
- To refer and signpost appropriately 'in house' and to external agencies.

### **KEY WORKING RELATIONSHIPS**

The main internal and external contacts the post holder will work with includes (but is not exclusive to):

**Clients** - To communicate effectively and sensitively when imparting information that could be highly stressful and emotional. Ensuring effective and honest communication considering the level of understanding, culture, and background.

**Line Manager and MSH colleagues** - To communicate clearly and regularly discussing, reporting and evaluating client safety, support, and care. To work collaboratively to share information and lessons learnt.

**Multidisciplinary Teams External agencies** - To work in partnership with the local Housing Options teams, and other professionals including (but not limited to): social services, the MARAC, and substance misuse, alcohol and mental health agencies, to ensure adequate safety and support provision for clients, to share best practice, and to ensure service delivery is effective, co-ordinated and consistent .

**Students across all disciplines** - To provide a learning environment by supporting students, where relevant.

**Trustees, volunteers, and donors** - To ensure a positive message is communicated about MSH services.

### **PERSON SPECIFICATION: SKILLS & EXPERIENCE**

#### **Essential:**

- A passion to see women's lives transformed.
- Resolute and resilient.
- Ability to act with integrity and accountability.
- Ability to inspire and motivate others to achieve their full potential.
- Outstanding communication and people skills.
- Excellent organisational and problem-solving ability.
- Strong professional boundaries.
- Knowledge and understanding of sharing of information including the importance of the rules regarding confidentiality, safeguarding, and equality, diversity, and inclusion.
- IT literate and confident with using technology including Microsoft Teams and Zoom.
- Ability to prioritise a busy and dynamic workload.

#### **Desirable:**

- Relevant IDVA qualification or willingness to undertake the Safelives IDVA training course.
- Evidence of continued professional development.
- Two years' experience working with women with complex needs.
- Strong understanding of safeguarding children, young people, and adults.
- Knowledge and understanding of domestic abuse and its complexities and related issues.
- Experience in and/or willingness to undertake the delivery of one-to-one and group work sessions.

- Understanding of housing and homelessness issues, particularly in relation to domestic abuse.

#### **OTHER**

The role holder will have previous experience in a relevant sector or experience of working with clients who are vulnerable. The post holder will demonstrate a mature, honest, dependable, empathetic, and non-judgmental attitude towards clients. This includes respect for the cultural and religious heritage of all people.

#### **STANDARDS AND EXPECTATIONS**

##### **Policies and Procedures**

All employees are expected to follow MSH policies, procedures, and guidance as well as professional, statutory, and legal standards and guidelines.

##### **Confidentiality and Data Protection**

All employees should be aware of the confidential nature of the MSH environment and/or their role. Any matters of a confidential nature relating to clients, their relatives, staff, or volunteers must not be divulged to any unauthorised person. Staff should make themselves aware of the requirements of the Data Protection Act 2018 and follow MSH procedures to ensure appropriate action is taken to safeguard confidential information.

##### **Health and Safety**

All employees are required to take reasonable care for their own health and safety and that of others who may be affected by the employee's acts or omissions; all employees should ensure that statutory regulations, policies, codes of practice, safety and good house-keeping rules are adhered and attend training, as required.

##### **Safeguarding and Mental Capacity**

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. All employees must ensure they always act in the best interests of any person lacking mental capacity.

##### **Equality, Diversity and Inclusion**

MSH recognises and encourages the valuable contribution that people from all backgrounds and experiences bring. Employees will treat all individuals based on merit and without prejudice.

##### **Training**

MSH is committed to offering training and support to all employees. The post holder will be required to attend mandatory training, other training where appropriate, participate in supervision, annual appraisals, and development reviews.

##### **Volunteer Assistance**

MSH has the advantage of being supported by volunteers. If a volunteer is assigned to assist an employee, they will still retain responsibility for the requirements of this job. At all times, employees will be expected to treat volunteers with respect and value their contribution.

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in the role and needs to be flexible to cope with the changing needs of the job and of MSH service delivery.