



*“At Atal y Fro we work together to safeguard all adults and children”*

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

### **JOB DESCRIPTION**

<b>JOB TITLE</b>	TENANCY SUPPORT WORKER
<b>LINE MANAGER</b>	CHIEF EXECUTIVE OFFICER
<b>HOURS OF WORK</b>	35 hours per week plus on call duty
<b>SALARY</b>	£ 19,742 (1 year fixed term contract)

#### **Purpose of role**

We are looking for a dynamic individual who is passionate about supporting families who are or have experienced domestic violence and abuse. The role will require you to provide information particularly tenancy related issues, to assess risk, identify needs and provide appropriate support within Atal y Fro and partner agencies to improve their housing situation.

The role is based at our offices in Barry and can involve visits across the Vale of Glamorgan.

#### **Key relationships:**

- Tenancy Support Staff, Refuge, Second Stage and Dispersed Housing Support Workers
- Vale Council; Social Services, Benefits Section, Housing Department –in particular, Supporting People Housing Services, Homelessness manager and staff / Homelessness Hostel staff
- South Wales Police –in particular, the Domestic Abuse Unit, MARAC
- Other relevant voluntary and statutory agencies including Housing Associations, Community Rehabilitation Company (formerly Probation).

### **The key responsibilities of the post are:**

- To deliver across all project services in line with the service specification as provided by the Vale of Glamorgan Supporting People Programme
- To complete initial assessments with women who wish to access our service
- To complete all relevant referrals arising from the initial assessment, including referrals to MARAC and Child Protection
- To manage a caseload of clients from a variety of projects held by the Community Intervention Team
- To enable and assist service user in acquiring and developing independent living skills, being able to exercise increasing choices when making decisions about their life
- To provide daily office cover, including dealing with clients who “drop in” to access our services, in addition to those who have pre-booked appointments
- To keep and regularly up-date all relevant records of clients on Atal y Fro’s Client database
- To develop effective working relationships with relevant agencies in a bid to provide a joined up network of support for clients e.g. Housing, Social Services, Education, legal representatives, medical professionals etc.
- To ensure up to date knowledge of other organisations and services to enable effective sign-posting of clients to relevant services
- To deal with a variety of enquiries from clients, the public and professionals
- To provide reception cover when needed
- To attend relevant meetings relating to clients e.g. Core Group meetings and Case Conferences
- Ensure that the objectives, requirements/conditions of the post’s funding are fully met.
- To participate in the On-Call rota
- To attend public events and promote the work of Atal y Fro
- To work restoratively, in a non-judgemental way
- To help raise the profile of the organisation

### **General responsibilities**

- Ensure that they familiarise themselves with the Atal y Fro policies and procedures.
- Demonstrate a commitment to equality and diversity and act in an appropriate and professional manner.
- Attend relevant training and keep up-to-date with legislation and information relating to domestic abuse and other related work.
- Maintain an awareness and observation of Fire, Health & Safety regulations.
- Attend team meetings, have monthly supervision.
- Carry out any other duties that are within the scope, spirit and purpose of the job, as required.

## TENANCY SUPPORT WORKER

PERSON SPECIFICATION		
SPECIFICATION	ESSENTIAL	DESIRABLE
<b>Qualifications and training</b>	Good general level of education	A recognised social /housing or counselling qualification
<b>Knowledge</b>	<p>Legislation relating to homelessness, housing, welfare rights and domestic abuse legal issues</p> <p>An understanding of domestic violence and abuse, its causes, effects and impact on individuals and families</p>	<p>Knowledge/understanding of the Children’s Act 1989, Children’s Act 2004, Social Service and Well-being (Wales) Act 2014</p> <p>An understanding of the Supporting People framework</p>
<b>Skills and abilities</b>	<p>Organisation and communication skills (written and verbal)</p> <p>Demonstrable ability to work effectively within a team setting</p> <p>Ability to prioritise workload</p> <p>Networking skills</p> <p>Ability to remain calm and respond appropriately to emergency situations</p> <p>IT skills</p> <p>Data collection &amp; analysis</p>	Full driving licence
<b>Experience</b>	Proven experience of providing direct emotional and practical support to people seeking support/advice, including effectively managing and recording casework.	Experience of working within a supported housing/floating support/ domestic violence and abuse project.

SPECIFICATION	ESSENTIAL	DESIRABLE
<b>Qualities and attitude</b>	<p>Ability to develop and demonstrate empathy</p> <p>Ability to establish and maintain professional boundaries</p> <p>Ability to work flexibly and positively within a demanding environment</p> <p>Ability to maintain and understand the importance of confidentiality</p> <p>The ability to demonstrate tact, diplomacy and a non-judgemental attitude</p>	
<b>General</b>	<p>Candidates must satisfy the interview panel that they have an objective distance from any personal experience of violence/abuse.</p> <p>This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for an Enhanced Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.</p> <p>*Occupational Requirement (Equality Act 2010) applies</p>	

*This Job Description was revised July 2020*