



Job Description & Person Specification

"At Ataly Fro we work together to safeguard all adults and children"

"AYF confirms its commitment to Equal Opportunities in all its activities. This commitment will be demonstrated through active promotion of its Equality and Diversity policy and procedure and related policies."



Job Description	
Job title	Tenancy Support Worker
Salary scale	£20,541 pro-rata
Responsible to	Chief Executive Officer
Hours	35 hours per week plus on call duty
Working Pattern	All staff must work flexibly on occasions to meet the needs of women and children. Inclusion in on-call system is required.
Contract Type	Permanent
Purpose	<ul style="list-style-type: none"> • The purpose of this role is to provide information and trauma informed support and advocacy to Women and children who have been affected by domestic abuse/Mental health issues and to assess risk, identifying needs and provide appropriate support within Atal y Fro and partner agencies. • 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.



Responsibilities	<p>The post holder will be responsible to:</p> <ul style="list-style-type: none"> ● Deliver across all project services in line with the service specification as provided by the Vale of Glamorgan Supporting People Programme ● Complete initial assessments with women who wish to access our service. ● Complete all relevant referrals arising from the initial assessment, including referrals to MARAC and Child Protection ● Manage a caseload of clients. ● Enable and assist service user in acquiring and developing independent living skills, being able to exercise increasing choices when making decisions about their life. ● Provide daily office cover, including dealing with clients who “drop in” to access our services, in addition to those who have pre-booked appointments. ● Keep and regularly up-date all relevant records of clients on Atal y Fro’s Client database. ● 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. ● Ensure up to date knowledge of other organisations and services to enable effective signposting of clients to relevant services. ● Deal with a variety of enquiries from clients, the public and professionals ● Provide reception cover when needed. ● 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. ● Participate in the On-Call rota ● Attend public events and promote the work of Atal y Fro. ● Work restoratively, in a non-judgemental way. ● Help raise the profile of the organisation. <p>General responsibilities</p> <ul style="list-style-type: none"> ● Ensure that you familiarise yourself 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 and be available for monthly supervision. ● Carry out any other duties that are within the scope, spirit, and purpose of the job, as required
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This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.



E – Essential, D – Desirable

Person Specification			
Criteria	Essential	E	D
Qualifications	Good general level of education	✓	
	A recognised social/housing or counselling qualification		✓
Experience	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	✓	
Knowledge	Legislation relating to homelessness, housing, welfare rights and domestic abuse legal issues	✓	
	An understanding of domestic violence and abuse, its causes, effects and impact on individuals and families	✓	
	Knowledge/understanding of the Children’s Act 1989, Children’s Act 2004, Social Service and Well-being (Wales) Act 2014	✓	
	An understanding of the Supporting People framework		✓
Skills	Organisation and communication skills (written and verbal)	✓	
	Demonstrable ability to work effectively within a team setting	✓	
	Ability to prioritise workload	✓	
	Networking skills	✓	
	Ability to remain calm and respond appropriately to emergency situations	✓	



	IT skills	✓	
	Data collection & analysis		✓
	Full driving licence		✓
Personal Qualities	<ul style="list-style-type: none"> • Ability to be non-judgmental, supportive and to develop and demonstrate empathy. • Ability to always have effective and professional transactions with colleagues. • Ability to utilise your own resources, share your knowledge and be solution focused. • Flexible and comfortable with change. • Reliable, honest, confident, and resilient. • Able and willing to take part in out of hours on-call duties. 		
Other	<ul style="list-style-type: none"> • Candidates must satisfy the interview panel that they have an objective distance from any personal experience of violence/abuse. • 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. • A current valid driving license, access to a car and insurance covering business use. 		