



ABEN Support Worker

WHAG was formed over 40 years ago to provide accommodation and support to homeless vulnerable women in Rochdale. At the time there was no other support for women in Rochdale.

40+ years later WHAG is a leading charity delivering quality support services to women, men and their families who are affected by domestic abuse, homelessness and young parents across North West England. Improving the safety and life opportunities of our service users and supporting them in their recovery.

We empower them to build up the skills and resources they need to take on a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff WHAG delivers Healthy relationship training to employers and schools to assist in the education and prevention of Domestic abuse.

Our Vision - To support and empower vulnerable women and those affected by domestic abuse

Our Mission - End Domestic Abuse, Homelessness, and relationship breakdown.

Our Values - Empowerment, Choice, Change, Strength

Guiding Principles - Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future

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| Be non-judgemental and supportive at all times. |
| Ensure trauma informed, flexible support is accessible to all those in need |
| Support individuals to take responsibility and accountability for their actions |
| Support individuals, partners and families to live independently within the community of their choosing. |
| Help develop new knowledge and create new skills for individuals and families to make better life choices. |
| Provide positive alternatives to current services and resources available in a community. |

WHAG has a strong values base, embedding, empowerment, choice, strength and change into our organisation. We are looking for staff that can deliver person-centred, trauma informed services, are innovative, trustworthy, can do, self-motivated and excellent at all times, so it is important that you are as passionate about these principles as we are.

JOB DESCRIPTION

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| Job Title: | ABEN Support Worker |
| Reports to: | Service Manager |
| Location | Rochdale and all WHAG Projects if needed |
| Responsible for | Rochdale ABEN complex case service and its Volunteers and Students. |
| Date Reviewed | July 2023 |

Overall Aim

- To deliver a complex needs service for women who are homeless providing a high quality and individual service and put in place appropriate support for those people who are experiencing multiple and challenging barriers to living safe lives.
- To be accountable and responsible to the Service Manager, Head of Operations and ultimately the Chief Executive Officer (CEO) for the effective safeguarding, support, empowerment and advancement of clients.
- To deliver front line service delivery to the highest quality, using reflection to improve practice.
- To ensure that the delivery of the service to clients, funders and stake holders is underpinned by a commitment to anti discriminatory practice and equality of opportunity.
- To work within the Quality Assessment Framework, associated regulations and WHAG's Policy and Procedure.

Requirements

- A qualification or equivalent to Diploma/ Degree/NVQ 3 or equivalent work level experience and the willingness to achieve a level 3 relevant qualification
- Ability to work across WHAG's contract area and travel for training and meeting purposes.
- Access to a car for work purposes.
- Ability to work flexible hours including evenings, weekends when required and be part of an on-call - rota to support the service on call.



Job Description

The list does not cover the full scope of tasks and responsibilities of ABEN Support Worker but illustrates some of the areas of emphasis for this post.

Key Objectives

- To provide a high quality ABEN service.
- To work with clients on a one-to-one basis to assist them to make informed choices and remain safe.
- To enable clients to develop themselves and advance their independence, assisting them to access longer term safe housing and ultimately employment, education and training.
- Encourage clients to take ownership of improving their quality of life and developing independent living skills.

Key Tasks and Responsibilities

- To assess needs of all clients and, in conjunction with them, devise a support plan to address and identify need.
- To complete risk assessments, incorporating safety planning, reviewing on a regular basis.
- Produce quarterly monitoring reports for the ABEN service
- To actively promote the service and the organization.
- To ensure initial triage contact of each client is undertaken within 24 hours of receiving a referral, and initial assessment is complete within 5 days.
- To be responsible and accountable for the efficient recording, storing and maintaining of client records including contact notes, correspondence, Support plans, risk management plans and outcomes achieved.
- To actively and sensitively engage clients to work in-line with relevant legislation and safeguarding policy/procedures.
- To work in-line with the project's budget, adhering to financial policies and procedures.
- To make referrals and work in conjunction with all relevant agencies in the best interests of clients.
- To support and supervise volunteers or students.
- To provide transitional resettlement support to clients moving into independent accommodation.

Responsibilities shared with all staff

- To ensure that the values and principles underlying WHAG's services are maintained and developed.
- To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
- To work at times other than office hours to attend meetings, participate in networks, fundraising events and ensuring that the service is accessible.
- To undertake any other duties that may be required which are appropriate to your role
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment.

- To work at times other than office hours to attend meetings, participate in networks, fundraising events and ensuring that the service is accessible.

Person Specification

| Experience and Knowledge of | Essential | Desirable |
|--|-----------|-----------|
| An extensive understanding of homeless and/or women, and the options available to them. | X | |
| Knowledge of working as part of a team, working on own initiative and managing time effectively. | X | |
| Knowledge of devising client support, identifying risks and devising risk management plans and ensuring outcomes are achieved. | X | |
| Knowledge of, and commitment to, equal opportunities with regard to colleagues and clients. | X | |
| Up to date knowledge of homelessness, housing, welfare benefits and legislation. | X | |
| Knowledge and ability to assess and respond to safeguarding concerns. | X | |
| Ability to communicate clearly, verbally and in writing in a confident and professional manner. | X | |
| Liaise with other local agencies on behalf of clients and WHAG | X | |
| Computer literacy | X | |
| Ability to create, co-ordinate, deliver, promote and evaluate training sessions to clients. | X | |
| Knowledge and ability to deliver group work sessions and drop ins. | X | |
| Commitment to work within WHAG's policy and procedures. | X | |
| Ability to manage and prioritise a demanding workload. | X | |
| Any of the following qualifications: Housing officer, IDVA, Freedom Programme Facilitator, Recovery Toolkit Facilitator, Counselling, Train the trainer and/or any relevant accredited group programmes. | | X |
| Knowledge of the housing services and move on support for clients. | | X |
| Knowledge and understanding of substance misuse and mental health. | | X |
| Knowledge and understanding of legislation, injunction procedures and legal remedies specific to domestic abuse. | | X |
| Knowledge of outcomes based assessments | | X |
| Knowledge of health and safety relating to lone working and residential services. | | X |
| Experience of working within the voluntary sector | | X |
| Housekeeping skills | | X |
| Full driver's license, with no more than 6 penalty points on their driving license, with the use of a vehicle. | | x |

Other Information

- Specific academic qualification not mandatory - Must be willing to undertake any relevant training as required.

Other Information

| Principle Terms and Conditions | |
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| Salary: | NJC Scale 12 – 17 |
| Actual Salary: | £23,430 - £25,743 |
| Hours Per Week: | 36 hours |
| Annual Leave: | 23 days per annum rising to 28 + 8 Bank Holidays (Pro Rata) |
| DBS | Valid DBS |
| Car user | <p>Regular travelling is required. The role holder must have access to a car. Business mileage is payable from an agreed base.</p> <p>The role holder must possess a full current driving license, road fund license and business use</p> <p>Insurance and MOT, providing proof when requested. The role holder must ensure the car is maintained and in a roadworthy condition.</p> |
| Benefits | |
| Pension: | WHAG operates an auto enrolment pension plan, which all employees are enrolled after 3-month probation period via NEST. WHAG contribute to this pension in line with legislation. |
| Health Plan | <p>WHAG operate a health plan for all employees after completion of their probationary period.</p> <p>This includes Free eye testing Access to counselling Reduced gym membership</p> |
| Bike to work scheme | WHAG operate a bike to work scheme. |
| Tech Scheme | <p>WHAG operate a salary sacrifice tech scheme.</p> <p>This includes all products from Curry's</p> |
| Christmas saving scheme | Save January – November |
| Flexi for non-rotas posts | (core hours 10.00-3.30) |
| Holiday Purchase | One week |

I confirm that I have read and understood this document

Signed _____

Name _____

Date _____