



Tenant Support Worker – Female (Rose Court Service)

WHAG is a leading charity delivering quality support services to vulnerable homeless women, young parents and women, men and their families who are affected by domestic abuse, across the Northwest of England. Improving the safety and life opportunities of the people who use our services and supporting them in their recovery.

We support the people we work with to overcome the experiences they have had. We empower them to build up the skills and resources they need to take control of their own lives, access 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

Be non-judgmental 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 who 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

Job Title:	Tenant Support Worker – Female (Rose Court Service)
Reports to:	Team Leader – Rochdale
Location	WHAG Rose Court service – Although it may be expected to work across the organisation to maintain service levels
Date Reviewed	Aug 25

Overall Aim

- To be accountable and responsible to the Team lead, the Head of Operations and ultimately the Chief Executive Officer (CEO) for the effective support, safeguarding, 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 stakeholders 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

- Relevant 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

Job Description

The list does not cover the full scope of tasks and responsibilities of Tenant Support Worker – Female (Rose Court Service) but illustrates some of the areas of emphasis for this post.



Key Objectives

- To provide high-quality supported accommodation and community services.
- To work with clients on a one-to-one and group basis to assist them in making informed choices and remaining safe.
- To enable clients to develop themselves and advance their independence, assisting them to access employment, education and training.
- Encourage clients to take ownership to improve their quality of life and developing independent living skills.
- To support the delivery of high-quality group programmes.

Key Tasks and Responsibilities

- To assess the needs of all clients and, in conjunction with them, devise a support plan to address and identify needs.
- To complete risk assessments, incorporating safety planning, and review on a regular basis.
- Safeguarding.
- To actively promote the service and the organisation.
- To ensure initial triage contact with each client is undertaken within 48 hours of receiving a referral, and the 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 and promote client involvement via a range of methods.
- 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 ensure 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.

Person Specification

Experience and Knowledge of	Essential	Desirable
An extensive understanding of homelessness and/or women, and the options available to them.	X	
Knowledge of working as part of a team, working on one's 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, coordinate, 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	
Full driver's license, with no more than 6 penalty points on their driving license, and the use of a vehicle	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

Other Information



Principal Terms and Conditions	
Actual Salary:	£27,825
Hours Per Week:	36 hours
Annual Leave:	25 days per annum rising to 28 + 8 Bank Holidays (Pro Rata)
DBS	Valid DBS
Car user	Regular travelling is required. The role holder must have access to a car. Business mileage is payable from an agreed base. The role holder must possess a full current driving license, a road fund license and business use. Insurance and MOT, providing proof when requested. The role holder must ensure the car is maintained and in a roadworthy condition.
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. WHAG contribute up to 3%
Health Plan	WHAG operate a health plan for all employees after completion of their probationary period. This includes - Free eye testing - Access to counselling - Reduced gym membership
Hospital Appointments	5 hours (pro-rata) for hospital appointments.
Bike to work scheme	WHAG operate a bike to work scheme.
Tech Scheme	WHAG operate a salary sacrifice tech scheme. This includes all products from Curry's
Christmas savings scheme	Save January – November
Flexi for non-rota posts	Core hours 10.00 am – 3.30 pm
Holiday Purchase	Up to one week
Holiday Sale	Up to one week
Long Service Recognised	Employee Rewards
Discounts	Access to charity worker discounts.
Parking	Free parking at projects
Bonus payment for introducing new employees	Up to £1000

I confirm that I have read and understood this document

Signed _____

Name _____

Date _____