

**Women’s Complex Needs Worker (female worker only)**

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| Job title: | Women’s Complex Needs Worker (female worker only) |
| Responsible to: | Supported Accommodation Manager |
| Hours of Work: | 37 hrs per week, including some unsociable hours |
| Location: | Office base in Women’s service - Bognor, and outreach work in our Bognor Day Hub |
| Contract length: | Permanent |
| Salary and benefits: | £24,012 Holiday entitlement is 25 days p.a. pro rata plus bank holidays 5% contributing pension |
| Sex discrimination act exemption required. | We have 1 role for a female applicant only to support a women’s’ only therapeutic housing provision service. It is an occupational requirement for the post holder to be female to offer emotional and practical support ensuring privacy and decency enabling women in the service to have a safe and secure environment to live. |

**Job Purpose**

To provide appropriate emotional and practical support to women involved in homelessness with multiple and complex needs. Working within a harm reduction ethos prioritising women’s safety and wellbeing, you will be enabling women to access support and navigate services, making appropriate referrals for women who wish to make positive choices, including exiting/transitioning out of homeless. You will be responsible for ensuring that women with varying needs are supported effectively throughout their pathway of support within the service and with partners, advocating for and with the women you are working with.

**Department/team**

We have a 5-bed service in Bognor which provides support to adult women involved in all aspects of homelessness. The postholder will provide support to women identified as having complex needs. The team will work to Stonepillow organisational values, taking a rights based, TIC approach and provide evidence based services to enable and empower women to make positive choices. The team have an established reputation for providing high quality, effective safety advice, information and support, enabling safe services. Services are provided within the service and in the community, on evenings in our Hub venues as women determine.

**Duties and key responsibilities**

1. Delivery

1.1. To deliver support to individual women within safe accommodation, or other locations as agreed; including:

* Oversee a caseload of women with complex needs in order to ensure women’s needs and aspirations are met throughout the pathway of support.
* Provide general emotional support and information on housing, benefits, legal and other issues.
* Using a person-centred model and Trauma-Informed Care approach, with your clients to work in a more informed way. Model a positive, persistent, proactive and assertive way to get the clients to secure meaningful engagement to bring about sustained outcomes for them; to relieve their homelessness and prevent cyclical rough sleeping or entrenchment.
* Assist clients to complete official forms e.g. housing applications, benefit forms;
* Liaise with relevant professionals, agencies and individuals on behalf of clients.
* Assist the clients to engage with relevant professionals and accompany her to appointments as agreed and if required.
* Provide background reports for other agencies and letters of support for clients.
* Deliver one-to-one and groupwork support sessions for women at times suitable to them. As part of a community consensus approach and with proven psychosocial models.
* Welcome individual women to the service, completing all required procedures.
* Provide appropriate support for individual women as necessary including arranging and attending meetings with housing, health, education, social work, police, and solicitors.

1.2. Ensure that homeless, complex needs women have access to services in line with funder expectations and client need and wishes.

1.3. Provide harm reduction interventions to women to empower them to engage in safer living and wellbeing. Including building a community within their home that is empowering and feminist led.

1.4. Ensure women have access to services through a variety of means, i.e. face to face, digital engagement, outreach, group settings, etc.

1.5. Take responsibility for co-ordinating and delivering joint partnership working to women in order to reduce harm, develop positive responses to complex women and enable positive change, including transition (exit).

1.6. Ensure that safeguarding practice is embedded within working practices to effectively support those ‘at risk’.

1.7. Establish, maintain and develop good partnership working relationships with professionals and organisations both statutory and voluntary.

1.8. Advocate for women, challenging discrimination, exclusion and stigma both for individuals and within the wider community

1.9. Ensure the service maintains its strict confidentiality and protects the data of those accessing the service, sharing information to minimise harm and co-ordinate support where necessary

**2. Monitoring and Evaluation**

2.1. Ensure ongoing recording and monitoring of project outputs and outcomes

2.2. Manage engagement and outcome data, inputting data onto the database and collating information to produce relevant reports.

2.3. Responsible for gathering feedback from the women on the service and any improvements suggested

2.4. Support analysis of data to review service delivery

**3. Budget**

3.1. Support the manager to ensure the project is delivered within the budget

3.2. Provide timely information to the manager to ensure that the project budget is created and effectively managed.

**4. Partnership engagement and management**

4.1. Ensure the maintenance and development of excellent partnership working relationships with professionals, organisations and other key stakeholders.

4.2. Support the manager to maintain relationships with all relevant external stakeholders and organisations.

4.3. Ensure effective representation at external meetings and events to facilitate improved understanding of homelessness and related issues

**5. Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow policies and procedures and regulatory requirements at all times and in particular:
  + Health and Safety
  + Adult and Child Safeguarding, Professional Boundaries, Duty of Care
  + Confidentiality, Information Sharing protocols and General Data Protection Regulations.
  + HR P&P
  + Code of Conduct
* Ensure all service policies and procedures are regularly reviewed and well embedded to the team.
* Play an active part in the development and implementation of organisational wide policies and procedures.

**6. Equality and Diversity**

* Promote and embed a proactive approach to equality and diversity – by attitude, example and approach.
* Undertake equalities impact assessments and reviews.
* Understand, be a proponent of, and work to, intersectional feminist beliefs.

**7. General**

* Contribute to team meetings and organisational priorities, strategic goals and performance targets
* Support and provide supervision for volunteers
* Ensure that finance and resources are used effectively and within budget
* Work collaboratively on projects and priorities with your line manager which may vary from time to time
* Be proactive in keeping up to date with and generating development relating to your work (including policy updates).
* Excellent written and verbal communication.
* Comfortable with change and able to make informed decisions.
* Maintain personal development and career aspirations including participation in 1:1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Provide cover for services as appropriate and requested by Manager.
* Basic maintenance at service and office as required e.g. preparing rooms for new admissions and changing light bulbs etc; and notification of issues to Central Services.
* Maintain at all times the ethos, values and behaviours of Stonepillow.

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

Stonepillow is an Equal Opportunities Employer and positively welcomes applications from women from all sections of the community.

A car with clean driver’s licence is essential for this role.

Signed…………………………….. Date…………………..

**Appointment to this position is subject to satisfactory enhanced disclosure via the Disclosure and Barring Service.**