

Job Title:	Complex Needs Support Officer Specialist – Refuge	Place of Work:	Refuges and Office locations
Hours of Work:	Up to 30 hours per week	Reports to:	Senior Services Coordinator
Salary	12.40 per hour		

Purpose of the Organisation:

Women's Aid in Luton;

- exists to provide support, advice and guidance and safe accommodation for women and children who have suffered from or are exposed to Gender Based Violence.
- passionately believes that all women and children have a right to feel safe and secure and to live free from all forms of abuse and violence.

DIMENSIONS:

Supervisory Management: None required.

Financial Resources: The postholder will not have specific budgetary responsibilities; but they will be expected to support the Organisation in achieving their fiscal targets through the provision of timely information and returns.

Context: Due to the sensitive nature of this role we will be considering female applicants only for this post in accordance with the provisions of the Occupational Requirement (Equality Act 2010, pursuant to schedule 9 part 1)

Rehabilitation of Offenders Act 1974: Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-over or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. Disclosures are handled in accordance with the DBS (formerly CRB) Code of Practice.

Physical Resources: None

Physical Effort / Strain: Accessing buildings which are on several levels.

Working Environment: The work will be undertaken across premises occupied by WAIL within Luton.

Job purpose:

- Integrate the complex needs expertise within WAIL's overall provision, with its 'whole person' approach, to create a cohesive offer; whilst maintaining the specialist refuge.
- Connect WAIL with Stepping Stones in Luton, and Luton Women's Centre, to ensure a coordinated expert offering to DA survivors approaching those services who have complex needs.
- To support and work with women with problematic substance misuse or mental health and who have experienced gender-based violence, including those who have been affected by sexual exploitation.
- To support and work with women with problematic substance misuse or mental health and who have experienced gender-based violence, including those who have been involved in prostitution
- To be part of a flexible multidisciplinary service that responds to the changing and evolving needs of women accessing the service who have been assessed as high risk
- To act as an advocate and offer support to clients experiencing crisis as a result of domestic abuse
- To encourage and empower women, to make their own choices about how they want to live

Overall Responsibilities

The postholder will maintain and demonstrate a commitment to the Organisation's vision, values, strategic aims and objectives. They will provide support to the team and to service users living within the refuges and will promote personal development for service users by co-facilitating meetings and groups run on their behalf. They will maintain high standards of professionalism; keeping abreast of current legislation, standards, best practice and maintain a focus on continuous improvement.

Specifically, the postholder will be responsible for the following: -

The Complex Needs Refuge Worker(s) will work within WAIL Refuge providing an proactive approach to engaging clients with multiple, complex needs as part of their recovery by facilitating closely managed referrals to other services and working "in-house" to support clients to maintain their licence agreement. To maximise the reach of the project, the specialist workers will additionally offer 'top up' expertise to the wider refuge staff team in order to support work with other clients with complex needs.

1. Service Development

- 1.1 Work closely with the Associate Director of Client Services and through the DCLG Project Steering group to build relationships and networks working with appropriate agencies, developing an inter-agency peer support forum and participating in joint work as required.
- 1.2 To test and pilot innovative and creative approaches to supporting women with complex needs. Work with survivors, survivor groups and local refuges to help co-produce new and flexible models of support in partnership with them.
- 1.3 Provide "value added" guidance, support and capacity building to Refuge staff on working with survivors with multiple and complex needs.
- 1.4 Take a systematic approach to collecting key learning and evidence from the project in order to advance and improve the support offered to women with complex needs who are affected by DV

2. Casework (in refuge)

- 2.1 Provide assertive, intensive support to a cohort of clients with highly complex/ and or multiple needs. Providing high quality information, advice and advocacy to women with CN's affected by DV one to one; assess their needs and risks and identify the services appropriate to their needs; prioritise accordingly. Case-work will be needs-led and may be delivered over a sustained period of time.
- 1.1 Carry out appropriate case coordination, case recording and keep accurate client records as required, using the case management system (Oasis) and other methods as necessary ensuring that at all times these are securely stored in line with WAIL policies.
 - 1.2 Work in collaboration with the police and other agencies to promote successful and safe use of the criminal justice system, providing support and advice to adult victims and witnesses of DVA, in accordance with agreed protocols, as required..
 - 1.3 Attend court as a witness and Social Services case conferences as required, providing reports as required in respect of vulnerable adults and associated children, as required,
 - 1.4 Provide information and closely managed hand-on to partner agencies in accordance with WAIL's Data and Information Sharing Agreements, Confidentiality and Adult and Child Protection policies.
 - 1.5 Attend team and case management meetings, team support sessions and clinical supervision as required.
 - 1.6 Give practical assistance to clients (if appropriate), assisting them to keep safe and where necessary helping them to acquire emergency funds, supplies of food, clothing and other essentials, including emergency travel, where appropriate and as required.
 - 1.7 Participate in the 'out of hour's' emergency services rota.

WAIL is a registered charity and as such, all employees are expected to actively contribute to work undertaken by the Organisation in respect of 'fundraising' and 'income generation'.

All staff working within WAIL are expected to adhere to all policies and procedures relevant to their employment and each have a responsibility to ensure that they are aware of the current policies that are in place. Specifically, all staff will be responsible for adhering to those policies and practice concerning Financial Controls, Health & Safety and Data Protection/Confidentiality.

WAIL is an organisation dedicated to development and as such all employees must be open to change. The duties and responsibilities highlighted in this job description are indicative and may vary over time. The post-holder is expected to undertake their duties and responsibilities commensurate with the nature, level and scope of this post and to work flexibly within the agreed hours to ensure that the needs of the Business and its service-users can be met.