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idas.org.uk

Dear applicant,

Thank you for your interest in working with IDAS.

Please find enclosed:

- Guidance notes – **please read these carefully**
- Job description
- Person specification
- Application form - please download from our website: [here](#)
- Link to our Diversity and Equalities Monitoring questionnaire: [here](#)

If you require any additional information about the position, please email [info@idas.org.uk](mailto:info@idas.org.uk)

All completed applications should be emailed to [hbrandpayroll@idas.org.uk](mailto:hbrandpayroll@idas.org.uk) or posted to IDAS, HR & Payroll Officer, 39 Blossom street, York YO24 1AQ. Email applications are preferred.

All applicants should also complete our Diversity and Equalities Monitoring questionnaire via the following link [here](#) This information helps us understand whether our recruitment process has reached a wide audience and it will be held completely confidential.

The closing date for this post is noon on Friday 30<sup>th</sup> July 2021. It is anticipated that interviews will be conducted after August 11<sup>th</sup> 2021.

Unfortunately, we are unable to provide feedback on applications.

Best Wishes,

Chris Davies, Head of client services, Independent Domestic Abuse Services



Safe lives, free from abuse and violence

### **GUIDANCE NOTES: Independent Domestic Abuse Services**

- Please read the job description and person specification before completing the form.
- Use black ink when completing the form.
- Complete the application form as fully as possible, referring to the job description and person specification. We only short-list people for interview who meet every essential requirement on the person specification.
- Include information about your relevant experience, this can be experience gained through voluntary work, interests or hobbies as well as through paid employment.
- Include details of why you want to work for IDAS as well as information about your experience.
- Please return the application form via email to: [hrandpayroll@idas.org.uk](mailto:hrandpayroll@idas.org.uk).
- Please complete the Diversity and Equalities Monitoring Questionnaire using the link provided.
- All your personal information is held in accordance with IDAS Data Protection and Confidentiality Policies and will not be shared with anyone other than for the purpose of this recruitment process.

## Independent Domestic Abuse Services

### Job Description

<b>JOB TITLE:</b>	Accommodation Services Support Worker
<b>LOCATION:</b>	Scarborough
<b>SALARY:</b>	NJC Points 12-18 Starting £22,183 (Full-Time)
<b>HOURS:</b>	18.5 Hours
<b>LEAVE:</b>	26 Days + Bank Holidays (Full-Time)
<b>RESPONSIBLE TO:</b>	Local Area Manager
<b>RESPONSIBLE FOR:</b>	Volunteers and student placements

Flexible working patterns will be required to meet the needs of the project and will include evening and weekend work. Staff may be required to work in various locations. Annual leave and time off in lieu to be taken with the prior agreement of your line manager.

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#### **OVERALL OBJECTIVES**

To ensure that the individual needs of clients and children are met within our accommodation-based services.

To provide resettlement services to families leaving accommodation-based services.

To operate in accordance with best practice and within the policies and procedures of IDAS.

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#### **PARTICULAR TASKS OF THE POSTHOLDER**

##### **Individual Support for clients**

To hold a caseload and provide support based on the client's individual needs using a structured support plan.

To make assessments of individuals' needs in relation to risk and respond to these in accordance with IDAS guidelines and policies.

To welcome and admit new clients and children into their accommodation.

To assist in benefits claims.



To accompany clients to the Benefits Agency, courts, solicitors, and doctors where appropriate.

To attend MARAC meetings, case conferences and other multi-agency meetings on behalf of clients and / or IDAS where appropriate.

To ensure that all clients receive appropriate support that enables them to work towards taking control of their own lives and to rebuild self-esteem.

To ensure that clients are familiar with the location of schools, doctors, supermarkets, and local authority housing areas.

To promote and develop activities for clients.

To work with other agencies to gain specialist support for clients on issues such as debt, drug, and alcohol misuse.

To find alternative accommodation for families when our accommodation is full or if a family wishes to move to another town.

### **Children's Support**

To ensure that carers are aware of their responsibility for their own children's welfare and encourage constructive relationships between carers and their children.

In conjunction with the Child Support Worker, to work with carers to assess the children's needs and refer on to other agencies where appropriate.

To ensure that safeguarding concerns are monitored and reported in accordance with IDAS procedures.

### **Resettlement Services**

To provide practical and emotional support and advocacy services to clients and children who have recently resettled into the community.

To liaise with relevant agencies involved with clients to ensure that support is on-going, e.g., Social Services, Health Visitors, schools.

To provide information and advice on relevant external agencies that may be able to provide support to women and their children e.g., Police, Victim Support, NSPCC, etc.

### **Physical Environment**

To participate in carrying out Health & Safety checks

To adhere to the Health and Safety policy and report repairs to the appropriate person / agency.



To ensure that residents are aware of fire procedures and all other alarm systems.

To explain and enforce procedures relating to the smooth running of accommodation-based services, including residents' understanding of licence/tenancy agreements.

To record all information on IDAS Case Management System.

### **Internal and External Liaison and communication**

To communicate positively with colleagues and promote IDAS values and ethos across the organisation.

To attend and participate positively in relevant meetings, training, supervision, and annual appraisals.

To liaise with and train external agencies to increase public awareness of the issues surrounding domestic abuse.

To promote the work of Independent Domestic Abuse Services (IDAS) modelling a high standard of professional behaviours.

To represent IDAS at appropriate meetings and forums.

To develop positive links with voluntary and statutory agencies.

To keep up to date with national and local government decisions pertinent to IDAS.

### **Administration**

To ensure that all relevant admissions forms, including claims for Housing Benefit are completed.

To maintain clear records relating to clients in line with IDAS's policies and procedures.

To record all information on IDAS Case Management System.

### **Other**

To work on a flexible basis with some unsociable hours to meet the needs of the project.

To participate in fundraising activities.

To provide support and guidance to volunteers.

To undertake all other reasonable tasks requested by the management team.

## **Person Specification – Accommodation Services Support Worker**



## Qualities required

<b>Skills and experience</b>	<p><b>Working with people</b></p> <ul style="list-style-type: none"><li>▪ Must have a proven track record of working with vulnerable people, preferably those affected by domestic abuse.</li><li>▪ Must have a proven track record of partnership working and have the skills and ability to build and maintain positive relationships with partners and stakeholders.</li><li>▪ Must have the ability to deal with changing priorities and unique situations and respond effectively to these seeking to resolve issues promptly.</li><li>▪ Strong team working capabilities and ability to liaise and co-ordinate effectively with peers in the area to achieve area objectives.</li></ul> <p><b>Communication</b></p> <ul style="list-style-type: none"><li>▪ Must be able to communicate effectively (both orally and in writing) with clients, staff, and stakeholders.</li><li>▪ Must show an ability to articulate views and ideas in a persuasive way.</li><li>▪ To be confident at presenting information in a variety of situations, including formal training and dealing with feedback and challenges</li></ul> <p><b>Equality and Diversity</b></p> <ul style="list-style-type: none"><li>▪ To demonstrate a commitment to the principles of equal opportunity and diversity.</li></ul>
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<b>Organisational abilities</b>	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"><li>▪ To have a clear understanding of best practice in relation to the provision of refuge services.</li><li>▪ Must be able to keep up to date with current thinking, developments and research and incorporate these into service provision.</li><li>▪ Must be committed to ensuring the delivery of quality services taking account specific account of the needs of clients.</li><li>▪ Ability to respond to specific targets for service provision.</li></ul> <p><b>Finance &amp; Administration</b></p> <ul style="list-style-type: none"><li>▪ Should be able to demonstrate literacy skills</li><li>▪ Should possess IT skills, including knowledge of Word, Outlook and Excel</li><li>▪ Ability to operate within a quality assurance framework, ensuring objectives and targets are met on time and within budget.</li></ul>
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<b>Personal effectiveness</b>	<p><b>Approach to work</b></p> <ul style="list-style-type: none"> <li>▪ Must be a strong team player who possesses tact, diplomacy, and negotiation skills, is resilient under pressure, and is able to prioritise workloads effectively.</li> <li>▪ Able to produce practical and creative solutions to issues and problems</li> </ul>
<b>Education / qualifications</b>	No formal qualifications needed. Safe Lives accreditation or similar desirable.
<b>Commitment to IDAS</b>	<p><b>Commitment to organisational goals</b></p> <ul style="list-style-type: none"> <li>▪ Should be able to demonstrate a strong commitment to the objectives and values of IDAS.</li> </ul> <p><b>Embracing change</b></p> <ul style="list-style-type: none"> <li>▪ Should be open to and supportive of change and new ways of working and able to gain buy-in and long-term commitment from the team.</li> </ul>
<p><b><i>The post holder is expected to work within policies and procedures of IDAS and be committed to its ethos and values. This will include promoting and demonstrating the principles of equal opportunity including encouraging diversity and tackling discrimination.</i></b></p> <p><b><i>IDAS values</i></b></p> <p>We are: <b>Compassionate, determined, inclusive, courageous, and respectful.</b></p>	

