



39 Blossom Street
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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

All completed applications should be emailed to 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 Tuesday 21st September 2021 It is anticipated that interviews will be conducted after week commencing 27th September 2021.

Unfortunately, we are unable to provide feedback on applications.

Best Wishes,

Tracey Beever

Head of People, 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: hbrandpayroll@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

JOB TITLE:	Resettlement and Community Engagement Worker
LOCATION:	Harrogate Refuge
SALARY:	NJC Scale 12-18 Starting £22,183 (Full-Time)
HOURS:	18.5 Hours
LEAVE:	26 Days + Bank Holidays (Full-Time)
RESPONSIBLE TO:	Local Area Manager
RESPONSIBLE FOR:	Volunteers/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 the Refuge Manager.

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

OVERALL OBJECTIVES

To ensure that the individual needs of women and children are met.

To support positive relationships between women and their children.

To prepare women for resettlement whilst in refuge and provide resettlement services to the women who have left the refuge.

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

PARTICULAR TASKS OF THE POSTHOLDER

Resettlement Services

To identify the occupational needs of women whilst living in refuge and to ensure that they are given the opportunity to develop the skills, knowledge, and confidence to be able to live independently

To provide practical support to families who are resettling in the community, including accessing furniture, applying for all relevant benefits and moving belongings out of the refuge.

To provide parenting groups for women living in and those resettled into the community.



To provide support to access positive, sustainable social networks in their local area for women whilst living in refuge and when they leave.

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

To provide structured 1-2-1 support and groups including the MODA (Moving on from Domestic Abuse) group to women and or children who have accessed IDAS refuge/services.

Individual Support for Women

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 women and their children into the refuge.

To assist women to complete claims for appropriate benefits.

To accompany women 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.

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

To ensure that women are familiar with the location of schools, doctors, supermarkets and local authority housing areas and are encouraged to use them.

To promote and develop activities for service users.

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

To participate in the delivery of a helpline to victims of domestic abuse and sexual violence.

Children's Support

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

To work with carers to assess their children's needs and refer on to other agencies where appropriate.

To ensure that child protection concerns are monitored and reported in accordance with IDAS's child protection procedures

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 participate (on a rota basis) in the delivery of a 24-hour on-call.

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 – Resettlement and Community Engagement Worker

Qualities required	
Skills and experience	<p>Working with people</p> <ul style="list-style-type: none"> ▪ Must have a proven track record of working with / supporting people affected by domestic violence ▪ Must be empathic and non-judgmental in your approach ▪ 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 ▪ Must have the ability to deal with changing priorities and unique situations and respond effectively to these seeking to resolve issues promptly ▪ Strong team working capabilities and ability to liaise and co-ordinate effectively with peers in the area to achieve area objectives <p>Communication</p> <ul style="list-style-type: none"> ▪ Must be able to communicate effectively with clients, colleagues and stakeholders ▪ Must show an ability to articulate views and ideas in a persuasive way ▪ To be confident at presenting information in a variety of situations, including court settings, in formal training and dealing with feedback and challenges <p>Equality and Diversity</p> <ul style="list-style-type: none"> ▪ To demonstrate a commitment to the principles of equal opportunity and diversity.
Organisational abilities	<p>Service Delivery</p> <ul style="list-style-type: none"> ▪ Must have a clear understanding of the effects of trauma from domestic abuse and the impact this has on a person’s ability to manage day to day ▪ Must be able to keep up to date with current thinking, developments and research and incorporate these into service provision. ▪ Must be committed to ensuring the delivery of quality services taking account specific account of the needs of clients <p>Finance & Administration</p> <ul style="list-style-type: none"> ▪ Should be able to demonstrate literacy skills ▪ Should possess IT skills, including knowledge of Word, Outlook and Excel ▪ Ability to operate within a quality assurance framework, ensuring objectives and targets are met on time and within budget.
Personal effectiveness	<p>Approach to work</p> <ul style="list-style-type: none"> ▪ Must be a strong team player who possesses tact, diplomacy and negotiation skills, is resilient under pressure, and is able to prioritise workloads effectively. ▪ Able to produce practical and creative solutions to issues and problems. <p>Other</p> <p>Must have a current driving license.</p>



Education / qualifications	No formal qualifications required. Safe Lives accreditation or similar desirable.
Commitment to IDAS	<p>Commitment to organisational goals</p> <ul style="list-style-type: none"> ▪ Should be able to demonstrate a strong commitment to the objectives and values of IDAS. <p>Embracing change</p> <ul style="list-style-type: none"> ▪ Should be open to and supportive of change and new ways of working.
<p>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.</p> <p><i>IDAS values</i></p> <p>We are: Compassionate, determined, inclusive, courageous and respectful.</p>	