

ASHIANA NETWORK

JOB DESCRIPTION: HOUSING SUPPORT WORKER

Employer:	Ashiana Project. A Company limited by guarantee and a registered charity.
Job Title:	Housing Support Worker
Grade:	NJC Scale SO1 Point 29 + Outer London Weighting
Reports To:	Housing Services Manager
Working Hours:	21 hours per week Overtime will not be paid. Time off in lieu will be granted for any hours worked in excess.

PRIMARY TASK:	To be responsible, alongside the Management Committee, the Director, Housing Services manager and other workers for the effective running of the Project, in accordance with Management Policy. Ensuring that it meets the needs of young South Asian, Turkish and Iranian women who have been made homeless as a result of physical, sexual, emotional or mental abuse and women resettled by the Project. The post holder will be expected to be sensitive and aware of Asian/Turkish/Iranian cultural and community needs in all aspects of their duties and responsibilities.
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MAIN DUTIES

- (1) To establish and maintain contact with relevant statutory and voluntary agencies and organisations inside and outside Waltham Forest.
- (2) To be a keyworker to a number of residents and enable them to set realistic goals and to achieve them.

- (3) To form a professional relationship with residents to enable them to develop their own self awareness, confidence, responsibility and independence.
- (4) To support and where appropriate, accompany residents to the Housing Department, DWP, Solicitors, Courts etc.
- (5) To share in the consideration of referrals and assessment of prospective residents.
- (6) To ensure residents are welcomed to the Project and receive appropriate support during their stay.
- (7) To ensure that necessary advice and support is available to residents on their housing, legal, financial and where appropriate, marital situation.
- (8) To encourage residents to consider employment, training and further education options.
- (9) To ensure that the residents participate in the daily running of the Project.
- (10) To encourage residents to think about their future housing needs and assist with nominations and accommodation search.
- (11) To support ex-residents during the period following their resettlement elsewhere from the Project. This will entail maintaining contact and providing all necessary after-care support.
- (12) To prepare regular reports for the Management Committee as and when requested by your Line Manager or Committee.
- (13) To set up and maintain information, record keeping and monitoring systems in line with agreed practices and procedures
- (14) To share in the collection of rent, banking, the maintenance of financial records i.e. rent records, and other hostel records i.e. referral forms, agreements.
- (15) To attend staff meetings, supervision sessions and contribute to the effective management of the Project.

- (16) To maintain confidentiality in all matters relating to the Project and the residents.
- (17) To attend training as and when required.
- (18) To observe Equal Opportunities, Health & Safety and other policies.
- (19) To carry out any other duties commensurate with the objectives of the post as requested by the Management Committee, Director and Housing Services Manager

PERSONAL SPECIFICATION – HOUSING SUPPORT WORKER

EXPERIENCE

Essential

- At least two years experience of supporting women and particularly those who have experienced domestic violence and sexual violence and harmful practices.
- Experience of working with BAMER communities.
- At least two years experience of working with a housing agency.

Desirable

- Experience of working with young women survivors of sexual abuse.
- Some experience of working in the voluntary sector.
- Some experience of fund-raising.

KNOWLEDGE

Essential

- Sound understanding about domestic violence.
- Knowledge of the criminal justice system in relation to domestic violence and family law
- Sound understanding of equal opportunities in practice.
- Sound understanding of public policy issues concerning provision for women and girls affected by DV and homelessness.
- Knowledge of child protection legislation.
- Sound understanding of public policy issues concerning provision for single women.
- Knowledge of housing benefits and welfare rights.

SKILLS & ABILITIES

Essential

- Ability to liaise effectively with people at a variety of levels in statutory authorities and other agencies.
- Ability to form supportive, professional relationships with residents.
- Ability to communicate effectively in English, both verbally and in writing.
- Ability to work under pressure and meet deadlines.
- Ability to work on ones own initiative.
- Ability to work as a member of the staff team and within a hierarchical structure.
- Ability to participate in and make use of supervision from Line Manager.
- Ability to work within Project policies.
- Fluency in at least one of the following languages: Urdu, Hindi, Punjabi, Gujarati, Bengali, Turkish, Farsi

AWARENESS

- An understanding of the concept of confidentiality in working at a refuge.
- A commitment to and the promotion of equal opportunities in the provision of the Project's services.
- An understanding of the aims and objectives of Ashiana and a commitment to them being carried out.

CIRCUMSTANCES

- The post requires occasional evening and weekend work.