

JOB DESCRIPTION

Employer:	Ashiana Network. A Company limited by guarantee and a registered Charity
Post:	Housing Support Worker
Reports to:	Housing Services Manager
Grade:	NJC Scale SO1 Point 29 + Outer London Weighting
Working Hours:	21 hours per week Overtime will not be paid. Time off in lieu will be granted for any hours worked in excess.
Annual Leave:	20 days per annum plus public holidays (pro rata).

BACKGROUND:

Ashiana started operating in 1989 and specialises in helping young women, aged 16 – 35 years, from South Asian, Turkish & Iranian communities who are at risk of domestic violence and sexual violence.

Our Services:

Ashiana runs three refuges with a total of 20 bed-spaces; two specifically for women aged 16-25 fleeing forced marriage. This multi award winning project is the only service of its kind in the UK and is highly innovative in terms of addressing an area of significant need not met in other refuge provision. We offer an advice and support service to women who are experiencing domestic violence/sexual violence, enabling them to make informed decisions and exit violent relationships. We provide counselling for women and girls affected by domestic violence and sexual violence. We also deliver an education programme for young people in secondary schools in East London aimed at preventing domestic violence and enabling young people experiencing domestic violence to access appropriate services. We deliver a range of awareness raising workshops for young people in the community and training on domestic violence for professionals in the voluntary and statutory sector. We run a youth project to engage young people between the ages of 13-19 who are disadvantaged or at risk of social exclusion in some form of extra-curricular activities. This is part of a pan-London VGWG (violence against women and girls) consortium and is a London Councils funded post

Primary Task

To be responsible, alongside the Management Committee, the Director, Managers 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. Overall, the post holder will be working with clients with low support needs.

Main Duties-Housing Support

- ❑ To establish and maintain contact with relevant statutory and voluntary agencies and organisations inside and outside Waltham Forest
- ❑ To be a keyworker to a set number of residents and enable them to set realistic goals and to achieve them
- ❑ To form a professional relationship with service users to enable them to develop their own self awareness, confidence, responsibility and independence
- ❑ To support and where appropriate, accompany residents to the Housing Department, DWP, Solicitors, Courts etc.
- ❑ To share in the consideration of referrals and assessment of prospective service users
- ❑ To ensure service users are welcomed to the Project and receive appropriate support during their stay
- ❑ To ensure that necessary advice and support is available to service users on their housing, legal, financial and where appropriate, marital situation
- ❑ To encourage service users to consider employment, training and further education options
- ❑ To ensure that the service users participate in the daily running of the Project
- ❑ To encourage service users to think about their future housing needs and assist with nominations and accommodation search
- ❑ 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
- ❑ To prepare regular reports for the Management Committee as and when requested by your Line Manager or Committee
- ❑ To set up and maintain information, record keeping and monitoring systems in line with agreed practices and procedures
- ❑ 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

General duties

- ❑ To maintain confidentiality in all matters relating to Ashiana Network and its service users
- ❑ To ensure that all Ashiana policies and procedures in your work area are adhered to
- ❑ To observe Ashiana's Equality & Diversity & Health & Safety policies and ensure awareness and integration with all communities in the Boroughs of operation
- ❑ To ensure all meetings and training relevant to your role including CPD as necessary to retain status
- ❑ To carry out any other duties in line with the objectives of the post as requested by the management Committee or Senior Managers
- ❑ Attend regular team meetings and other team commitments and meetings as necessary
- ❑ To carry out other tasks as are reasonably required to help the team to deliver its goals and have a flexible approach to work
- ❑ Provide and Support management with information and other detailed reports as and when necessary
- ❑ To attend regular supervision and appraisal meetings

Person Specification

Post: Female Housing Services Worker

Education & Qualifications

- University level education-(**Desirable**)

EXPERIENCE

Essential

- A minimum of one year experience working with young women
- Experience of supporting young women, particularly those who have experienced violence e.g. physical, sexual abuse
- 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.
- Fluency in at least one of the following languages: Urdu, Hindi, Punjabi, Gujarati, Bengali, Turkish, Farsi

KNOWLEDGE

Essential

- Knowledge of housing benefits and welfare rights
- Sound understanding of equal opportunities in practice

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 the Housing Services Manager
- Ability to work within Project policies

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 the Project and a commitment to Ashiana's core values

CIRCUMSTANCES

- The post requires occasional evening and weekend work

