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| Job Title: | Housing Domestic Abuse Outreach Worker |
| Reports to: | FCWA Service Manager |
| Contract: | 1 year (+ 2 years subject to funding) |
| Salary: | £23,500pa |
| Working Hours: | 37.5 hours per week Mon-Fri |
| Work Location: | Between FCWA Offices- Former Police Station, Montague Street, Blackpool FY4 1AT, Fylde Council Housing Office, Town Hall, St Annes and Wyre Council Civic Centre Poulton Le Fylde. |

Duties & Key Responsibilities

- Act as the first point of contact for all referrals into the Housing Outreach Service and complete a thorough referral.
- To signpost any cases deemed as high-risk cases to LVS as the commissioned service.
- To work with approximately 60-80 numbers families over the 12 months.
- Liaise with both Wyre Housing [options](#) and Fylde Housing daily to ascertain clients suffering from domestic abuse that need intense support.
- To hold a weekly open session at each district as a DA drop in session.
- Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist.
- The worker will provide short term support for households when they are in temporary accommodation or moving into independent tenancies; support length depending on need, maximum 8 weeks.
- Focus on the prevention of future homelessness where applicable
- Assist clients in accessing services and benefits, and to accompany them to appointments and advocate on their behalf as required
- Manage a case load ensuring each client receives the appropriate service by determining the appropriate support for their needs.
- Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation and help them regain control of their lives.
- Work with victims to help them access other relevant services within and external to FCWA.

- Advocate for victims with agencies who can help to address the domestic abuse by:
 - I. Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
 - II. Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance.
 - III. Working directly with all key agency partners to address the safety of victims
- Ensure all referrals are processed efficiently with effective administrative skills
- Input all referrals onto FCWA's online database and maintain each record
- Record all outcomes electronically, ensuring the right information is collated in an accurate and confidential manner
- Provide information and statistics for monitoring purposes on a bi-monthly basis.
- Implement policies and procedures of Fylde Coast Women's Aid including child protection, health and safety, diversity issues, equal opportunities, and confidentiality.
- Where appropriate attend, participate and contribute to planning meetings, reviews and case conference by way of verbal contribution and/or presentation of reports.
- Deliver services consistently in time with work plans, monitor and evaluate performance of work including personal performances making modifications and improvements appropriately.
- Undertake training as and when required with Housing Teams within each local authority.
- Attend Homeless Forums within each Authority.

KNOWLEDGE AND QUALIFICATIONS:

A=Application

I= Interview

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| 1. | Have at least 2 years case management experience, for example in housing, criminal justice work, health, health and social care or other relevant area | A |
| 2. | Knowledge of domestic violence its impact on victims and their children (physical, emotional, financial and sexual, with knowledge of 'honour- based violence' , forced marriage and Female Genital Mutilation) | A/I |

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| 3. | Knowledge of perpetrators abusive behaviours within relationships, including family relationships, male victims and same sex relationships. | A/I |
| 4. | Knowledge and understanding of safeguarding issues and ability to address them appropriately | A/I |
| 5. | Good understanding of the criminal justice system and civil options available to domestic violence and abuse victims. | A/I |
| 6. | Working knowledge of the relevant housing law and welfare benefits that apply to survivors using the service | A/I |

EXPERIENCE:

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| 6. | At least two years' experience of managing a caseload and of supporting service users | A |
| 7. | Experience of advocacy work to include undertaking risk and needs assessment, safety and support planning, particularly with clients with complex/multiple needs and/or housing issues | A/I |
| 8. | Experience of partnership working and of maintaining excellent working relationships with a range of stakeholders. | A/I |
| 9. | Previous experience of using computer-based systems to accurately record work and client details | A/I |

SKILLS:

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| 9. | Excellent listening and communication skills with a wide range of people of all ages and background | A/I |
| 10. | Ability to work in partnership, network, influence, problem solve, overcome barriers and apply solution focused approaches | A/I |
| 11. | The ability to work well within a team and under own initiative and of maintaining professional boundaries with clients. | A/I |
| 12. | A flexible, proactive approach and a good ability to prioritise work | A/I |
| 13. | Highly developed interpersonal, written and oral communication skills and ability to manage complex tasks in clearly defined time frames (including accurate records, reports, case notes and interpersonal communication) | A/I |

GENERAL:

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| 15. | A good understanding of the importance of confidentiality and safeguarding | A/I |
| 16. | Willingness to carry out the policies and procedures of FCWA, and to work to agreed guidelines and codes of conduct | A/I |
| 17. | Ability to use Microsoft Word, Excel and Outlook software | A/I |
| 18. | Ability to work from both FCXWA main office, Fylde Council Housing Office and Wyre Council Housing Offices and hold a clean driving license in order to travel if necessary. | A/I |