

Job Description

Job Title:	Resettlement Refuge Key Worker
Employer:	Torus
Location:	Liverpool/St Helens/Warrington
Salary:	£,24,880
Responsible to:	Supported Housing Team Leader
Responsible for:	Refuge clients moving on to independent living

PURPOSE OF THE POST

Safe2Speak Domestic Abuse Services are commissioned by St Helens Council to deliver support to victims of Domestic Abuse across the region.

The Resettlement Refuge Key Worker will work from the Refuge and is expected to provide resettlement support out in the community.

KEY RESPONSIBILITIES

1. Complete assessments and reviews for individuals and deliver support which are outcome focused and which promotes independence.
2. Develop, plan and deliver 1:1 sessions with clients in the Refuge and in their own homes once rehoused, by assisting to access services to support with their needs and resettlement.
3. Following a period of settling into Refuge, you will support the resident to register with the relevant rehousing scheme in the area of their choice for rehousing.
4. You will support and encourage the resident to prepare for move by obtaining essential items and offer support to apply to St Helens Welfare Assistance and other local support schemes and access grants available.
5. Plan and assist with client resettlement into communities; completing home visits and liaising with other professionals and services to ensure sustainability of tenancy.
6. Take responsibility for an holistic approach to tenancy sustainment within your caseload in relation to issues such as needs assessment, reduction of risks, maximising income and ensuring tenancy conditions are met.

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7. Ensure residents are adhering to tenancy conditions once they have been rehoused and liaise with the relevant landlord to prevent tenancy failure.
8. Provide assistance, information and support around resident's options in relation to rehousing.
9. Offer support around setting up utilities and payment plans.
10. Complete agreed client-based records, contact sheets, and safeguarding logs.
11. Make referrals to specialist partners, both internal and external, where appropriate.
12. Keep up to date with changes to welfare reform legislation and the range of welfare benefits available for people and families on low income or in receipt of welfare benefits.
13. To identify triggers to non-payment of rent and agree interventions to minimise risk of tenancy failure.
14. Continuous assessment of own personal resilience level seeking support where required.
15. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with the relevant Local Authority and Torus Safeguarding Policies.
16. To be well informed about policy, procedure, organisational changes and other relevant legislation, regulations and guidance to provide up to date information to clients when needed.
17. To attend partnerships meetings, including Family Action Meetings, Core Groups and Case Conferences where required.
18. Maintain the security of the building and keep occupants safe, ensuring clients are aware of health and safety issues and behave in a way that promotes good health and safety for themselves and others in Refuge services.
19. To have a positive attitude to both Torus and towards your own learning and development, and proactively seek opportunities to develop professional competencies including IT skills.
20. To attend internal training, team briefings, team meetings and corporate updates.
21. To have a flexible approach to working hours and support the cover of shifts during periods of staff absence.
22. Access to your own vehicle to undertake home visits and relevant business insurance.



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Health and Safety

- 23.** Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

Equality and Diversity

- 24.** Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

Safeguarding

- 25.** To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.



Person Specification

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Employer: Torus

Location: Liverpool/St Helens/Warrington

Criteria	Essential / Desirable?	Method of assessment
1. Appropriate professional qualification GCSE grade 3 and above education or equivalent relevant qualification, training or experience. Evidence of and commitment to continual professional and personal development	D E	C AF
2. Experience and Track Record		
Evidence of working with people suffering domestic abuse and/or complex needs.	E	I
Experience of working in a housing and/or tenancy support setting	E	AF
Demonstrates ability to engage with clients.	E	AF/I
Track record of completing assessments and developing support plans with targets and outcomes for clients.	E	AF/I
Track record of managing a case load and multi-agency working.	E	AF/I
Experience of crisis management, risk minimisation and of making decisions in difficult situations	E	AF/I
Evidence of managing personal resilience when dealing with difficult situations and identifying mechanisms to deal with these.	D	AF/I
Knowledge of legislation relating to domestic abuse and data protection.	E	AF

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Experience of providing budgeting advice and budget planning with clients.	D	AF
Knowledge and Experience of Safeguarding Practices and Procedures	E	AF
Demonstrates ability to lone work and manage own performance when working under pressure.	E	AF
Track record of building a rapport with clients whilst maintaining professional boundaries.	E	AF
Demonstrates a commitment to E&D in the workplace and in the delivery of services to customers and the community.	E	AF
Demonstrates a commitment to H&S to ensure safe operations and environment for staff and customers.	E	AF
3. Managing Change		
Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice.	E	AF
Anticipates reactions to change and new interventions and suggests appropriate responses.	D	AF
4. Leadership and Vision		
Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.	E	AF/I
5. Interpersonal Persuasion and Influencing		
Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.	E	AF
Passionate, committed and self-motivated to inspire others to change.	E	AF



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Person Specification

6. Communication Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect. Competent user of the digital/social media channels and their role in communication and driving business success. Access to your own vehicle to undertake home visits and relevant business insurance.	E D E	AF AF AF
7. Financial & Risk Management Demonstrable governance and financial compliance management experience to ensure robust and compliant operations. Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement.	D D	AF AF

Key:

AF = Application form

C = Certificate

I = Interview

T = Test

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of talent