



Gorllewin Cymru

Gwasanaeth cam-drin domestig

West Wales

Domestic abuse service

Ar gyfer oedolion, plant & phobl ifanc

For adults, children & young people

Role Profile

| | |
|-------------------------|---|
| Job title: | Homelessness Prevention Officer (HPO) |
| Hours: | 35 or 17.5 hours per week. |
| Contract Length: | Fixed term until September 2028 |
| Reporting to: | The Threshold Regional Manager / Adult and Families Senior Prac |
| Salary: | £22,386 - £23,295 |
| Base: | Ceredigion |

Overview of West Wales Domestic Abuse Service (WWDAS)

West Wales Domestic Abuse Service (WDDAS), is a specialist domestic abuse charity covering Ceredigion and North Pembrokeshire, providing accommodation and community-based services, aimed at supporting women, men and children who have or are experiencing domestic abuse. WWDAS places the needs of service users at the heart of everything it does and this is reflected throughout the organisation and its relationships with others over the past 30 years.

Our service model includes:

- Emergency accommodation for women, children and men who have experienced domestic abuse.
- Support in the community and crisis drop-in service
- Group programmes including Own My Life and the Recovery Toolkit
- A children and young people's service for one to one support, group work programmes and healthy relationship work in schools
- Specialist health advocacy and older people's work Trauma informed family programmes which take a whole family approach and deliver a specific programme that works with all members of the family to help identify and work to prevent further abuse and violence
- Dal i Godi IDVA service

Overview of Ty Rhosyn Housing Support Services

Ty Rhosyn Housing Support Services will provide a housing support service for individuals who are homeless or at risk of homelessness. Funded by the Community Fund, there are 4 main partners, all registered charities, and several other partners which are non-financing. The main financed partners are:

1. Threshold DAS (Lead)

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2. Calan Domestic Violence Services (CALAN DVS)
3. Carmarthen Domestic Abuse Services (CARM DAS)
4. West Wales Domestic Abuse Services (WWDAS)

The service will be accessible to individuals who are at risk of being homeless or who are homeless, as a result of domestic abuse and currently reside in the Ceredigion or the Carmarthenshire area, who are relocating to this area from elsewhere or who are reporting domestic abuse to agencies within this area.

Opening hours for the service will be Mon-Fri 8 am-10 pm with duty staff covering each weekday evening between 5-10 pm. Duty staff cover will also be available Saturdays 9 am-12 pm. There will be a single point of contact phone number for the service that will transfer to the duty staff and to our on-call Live Fear Free provision outside of these hours.

Purpose of the role:

An exciting opportunity exists for a Homelessness Prevention Officer (HPO) in Ceredigion.

The HPO will be a key member of the team reporting directly to the Regional Manager and will be responsible for the delivery of Homelessness Prevention services across Ceredigion and Carmarthenshire. (one and a half staff based with each partner)

Assess and analyse conflict (complex) situations across all tenures throughout Carmarthenshire and Ceredigion, including problems or information concerning homelessness because of conflict within the family home. Undertake appropriate liaison with other organisations where required, identifying the most appropriate method of intervention to resolve or manage the conflict and provide practical support to all tenants affected by antisocial behaviour. The work will include working directly with individuals undertaking home visits as required to identify the most appropriate method of intervention to resolve or manage the conflict. You will be involved in providing practical support to those affected by Domestic Abuse and Anti-Social Behaviour, therefore knowledge of current ASB legislation is desirable.

This post will require working irregular and unsocial hours, which may include weekends

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

This is a flexible working contract where some evening and weekend work may be required to suit service users.

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Key Accountabilities – Regional Service Development

- To work alone and with others, complete dynamic risk assessments and maintain own safety by following lone working procedures and by adopting a positive risk-taking approach, ensure that all service users are treated fairly and afforded equality of opportunity and be able to assist in covering your colleagues' caseload when required.
- To deliver personalised, psychologically informed, and harm-minimising support, performing robust assessments of project referrals, coordinating a caseload of up to 20, subject to the complexity of need, and establishing an open and trusted relationship acting as each service user's single point of contact and support.
- Perform needs assessments and develop respective support plans and reviews when required, conducting dynamic risk assessments, and developing risk management plans, adopting a positive and innovative risk-taking approach.
- Provide drop-in support in a range of locations within Ceredigion including LA housing hubs.
- Provide one-to-one support in rural areas including service users' homes or other locations depending on the needs of the service users.
- To deliver trauma-informed support using a range of therapeutic skills and psychosocial interventions and supporting clients to develop independent living skills to prevent crisis or tenancy failure. Promoting and teaching life skills and encouraging adaptive and positive behaviours that function for well-being, aiding individuals to develop into active and productive members of their communities.
- Promoting, encouraging, and signposting to a range of harm reduction agencies and services whilst having an awareness of the following measures: safer injecting advice, polydrug use advice, NPS HR (including spice), alcohol withdrawal advice, alcohol brief interventions, general/sexual health advice, nutrition advice, BBV awareness, stimulant advice (crack cocaine), opiate substitution therapy advice, overdose prevention/awareness and naloxone training and administration.
- To develop and provide co-productive ways of working with service users and ensure that service users can attend and participate in a range of socially inclusive activities and skill development opportunities, facilitating and supporting client involvement in the running of the organisation and individual services through key working and in liaison with the service users Forums, ensure clients are consulted in relevant aspects of service management and quality and then implement and /or take part in an effective consultation, participation and communication mechanisms with individual clients and client groups.
- To advise on, liaise with, and facilitate access to other agencies, negotiate with and influence key stakeholders to ensure clients have optimum levels of housing options and access to appropriate levels of support and care, and build and maintain networks with staff from other

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agencies to ensure Rapid Rehousing is widely known and promoted, build relationships and liaise with landlords to assist with all aspects of service users' tenancies.

- Engage with local communities to sensitively address negative stereotypes, build supportive points of access, and encourage activity and opportunity for engagement, attend relevant forums such as MARAC, MAPPA, Safeguarding, to proactively represent and advocate for clients to maintain their tenancy and address their wider support needs.
- Maintaining accurate data records on the case and recording all notes on Modus/OASIS (case Management system).
- To work alone and with others, complete dynamic risk assessments and maintain own safety by following lone working procedures and by adopting a positive risk-taking approach, ensure that all Clients are treated fairly and afforded equality of opportunity and be able to assist in covering your colleagues' caseload when required.
- To deliver personalised, psychologically informed, and harm-minimising support, performing robust assessments of project referrals, coordinating a caseload of up to 20, subject to the complexity of need, and establishing an open and trusted relationship acting as each client's single point of contact and support. Perform needs assessments and develop respective support plans and reviews when required, conducting dynamic risk assessments, and developing risk management plans, adopting a positive and innovative risk-taking approach.
- To develop and provide co-productive ways of working with clients and ensure that clients can attend and participate in a range of socially inclusive activities and skill development opportunities, facilitating and support client involvement in the running of the organisation and individual services through key working and in liaison with the Client Forums, ensure clients are consulted in relevant aspects of service management and quality and then implement and /or take part in an effective consultation, participation and communication mechanisms with individual clients and client groups.
- To advise on, liaise with, and facilitate access to other agencies, negotiate with and influence key stakeholders to ensure clients have optimum levels of housing options and access to appropriate levels of support and care and build and maintain networks with staff from other agencies to ensure Rapid Rehousing is widely known and promoted, build relationships, and liaise with landlords to assist with all aspects of clients' tenancies.
- Maintaining accurate to-date records on the case management system of; progress against individual support plans; risk management plans and outcomes and monitoring information, in line with general data protection regulation, contribute to performance improvement initiatives by providing related data and identifying service deficiencies, positive impacts, preventative actions and demonstrable outcomes of the service against the performance management framework and fully participate in the development and operation of new systems, programmes and initiatives.

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- Maintain regular communication with all project staff relating to client needs, report regularly to management, communicate any issues arising during work, support the development of the aims and objectives of the project and ensure accurate project expenditure records are maintained and that full daily petty cash handovers are completed in line with local financial procedures.
- To locate, identify and work assertively with individuals who are rough sleeping, homeless or vulnerably housed and whose personal problems may exacerbate their situation, and to support these people in addressing their support issues and needs.
- To ensure that Service Users are aware of the mission, aims and objectives, policies and procedures of the service and the duties, responsibilities, and obligations of staff.
- To ensure that all Service Users are treated fairly and afforded equality of opportunity.
- To manage referrals according to the procedures and eligibility criteria of the service
- Identifying the goals and aspirations of Service Users and developing outcome-focused support plans.
- Coordinating the day-to-day tasks and activities of Service Users' support plans.
- Applying various conversational skill sets to the benefit of the Service User.
- Providing information, advice and guidance that enable Service users to make informed decisions about their needs and support.
- Support the Regional Manager with the tenancy change scheme, starting first in Carmarthenshire and Ceredigion and then moving into other parts of Wales.
- Ensuring that Service Users have a means of expressing their views and that this expression receives appropriate consideration.
- Actively involving Service Users in their support, the service and/or organisation.
- Making referrals to and liaising with relevant agencies and individuals with or on behalf of Service Users.
- Coordinating and carrying out the reviewing of needs, risk, and support plans in line with procedure.
- Coordinating and carrying out the monitoring of Service User's progress by assessing levels of control, understanding and involvement in working towards their goals.
- Representing and advocating with/for Service Users.
- Where applicable ensuring that a planned service withdrawal is incorporated into support ensuring sign-off is realistic, manageable, and controlled.
- Working with individuals to identify and obtain appropriate move-on accommodation via. the Private Rented Sector (PRS).

Multi-agency operational and strategic partnership working.

- Work in partnership with statutory and voluntary agencies, ensuring the role is central to multi-agency work and the response to homelessness and domestic abuse.

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- Support the facilitation of meetings with social and Private landlords.
- Meeting regularly with staff members from Housing and Housing Options.
- Represent the service at multi-agency operational and relevant-level operational meetings, feeding back initiatives and outcomes internally as appropriate.
- Influence and develop operational responses to improve services to those who are homeless or at risk of homelessness and victims of domestic abuse ensuring that the experiences of service users are central.
- To provide support for the Tenancy Exchange scheme to be up and running by year 2.
- Ensure the involvement of the Homeless Prevention service in the MARAC, information sharing and risk management framework for high-risk victims.
- Develop and maintain links with other agencies, individually and as a service, developing protocols and referral procedures with external partners as appropriate.

Monitoring and evaluation

- Support the Regional Manager in the collation of data for all KPIs.
- Support the Regional Manager in capturing, co-ordinating and compiling service user feedback on a 6-monthly basis.
- Support the Regional Manager in capturing, co-ordinating and compiling stakeholder feedback on a 6-monthly basis.
- Ensure ongoing schedule of attendance at partner agencies' team meetings to seek feedback on implementation and service delivery, with a particular focus on communication & engagement; effective referral pathways into the service; and response times.
- Ensure all agencies have a named contact from within the service so that any issues can be raised and resolved quickly.
- Undertake caseload monitoring on your files and carry out dip-sampling of your cases (including needs and risk assessments) – a minimum of 15% of qualifying cases every 4-6 weeks.

Service Delivery

- To work with partner organisations to achieve the targets of the project.
- To develop new approaches to service delivery, to ensure that service remains current and valued.
- To ensure that evaluation procedures are undertaken, and results disseminated
- To undertake any necessary tasks to raise and maintain the profile and reputation of the service
- To attend and contribute to team meetings, team facilitation and planning events that are organisation-wide
- To conduct all work in a way that reflects the aims and principles of the project and **WWDAS** policies on Equal Opportunities and Confidentiality
- To attend line management sessions as requested and to provide information on client work,

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service delivery and organisational issues to the line manager

- To implement decisions agreed upon in line management meetings
- To participate in development policy, strategies and working practices by attending meetings and will provide direct support and manage their caseload between the hours of 8 am and 8 pm throughout the week. However, there may be times when you are required to work during the weekends in particular a Saturday morning. These hours may be subject to change.

Organisational

- Participate in relevant training and opportunities to increase and develop knowledge.
- Promote public awareness of the work of Ty Rhosyn Housing Support Services, Housing, homelessness, WWDAS, Partners, and Domestic Abuse issues.
- Ensure that all work is conducted to the highest professional standards.
- Follow WWDAS Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination from taking place.
- Lead, attend and participate in team meetings.
- Prepare for and participate in supervision, appraisals and team reviews.

Health and Safety

- To ensure the Health and Safety (H&S) of staff, volunteers and others within office locations and project delivery settings.
- To abide by the guidance and legislation as set out in the WWDAS Employee Safety Handbook.
- To lead the implementation of the organisational health and safety strategy within the area of responsibility.
- Ensure those appropriate recording systems, safeguards and reporting mechanisms are maintained and reviewed as per organisational Health and Safety policy and best practice.

Other Duties and Responsibilities

- Keep up to date with relevant legislation, local strategies, policies, and procedures concerning children and young people.
- Assist with organising and taking part in promotional, educational, and funding activities as required.
- Ensure that all activities are within the available budgets.
- Work flexibly to provide the service which may include weekend and evening work.
- Work flexibly to cover for other posts as required/appropriate.
- Work within WWDAS Codes of Practice.
- Maintain confidentiality concerning service users, staff, and projects.

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- To undertake any other duty reasonably requested by their Manager/Management.
- Take part in the on-call rota.

This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. The duties will inevitably change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility so that changing needs and circumstances can be met, and all changes will be discussed fully.

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Person Specification

Essential:

- Academic achievement to Degree level in housing or equivalent transferable skills and experience
- Relevant qualification e.g., Housing, or relevant experience of at least three years in a housing environment.
- Relevant qualification in Housing Management
- Evidence of professional development and willingness to undertake relevant training and development.
- Relevant experience working with the public
- Experience in dealing with disputes, grievances and resolving complex issues
- Experience within a support/counselling setting
- Experience working with a wide range of professionals and partners
- Experience in drafting reports for management/committees
- Experience working with people with complex needs including but not exhaustive: Drugs, alcohol, or mental Health.
- The ability to engage and build strong relationships with people
- A non-judgemental mindset and an understanding of the impacts of homelessness, substance misuse, family breakdown, domestic abuse, and trauma
- A forward-thinking and resilient attitude, to overcome the barriers and setbacks you will face
- A strong character who can remain calm and collected in challenging situations
- Experience in support work or domestic abuse with an understanding of housing options, housing law and basic benefits
- A full UK driving license and access to a car
- To take part in the on-call rota.

Desirable

- Qualification or training in domestic abuse.
- Master qualification in relevant discipline.
- Knowledge of new housing legislation coming into effect in Wales in December 2022.,
- Knowledge of Rapid Rehousing model.
- Knowledge of relevant legislation within the field of domestic abuse including working with perpetrators of domestic violence and abuse.
- Experience in advocating for vulnerable people.

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- Experience working within the voluntary/third sector
- Ability to speak Welsh
- A willingness to undertake and complete further qualifications as deemed necessary.
- Knowledge of safeguarding criteria and referral process.

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