



**Complex Needs Support Worker  
Recruitment Pack 2018**



**Housing for Women**



April 2018

Dear Applicant,

**Complex Needs Support Worker**

Housing for Women is a very special organisation; we are independent, with significant property assets. We pride ourselves in finding solutions to difficult problems and are known to 'punch above our weight'. We believe that being small is no barrier to success and our track record of supporting women in London and challenging the inequalities they face, dating back over 80 years, evidences this.

Housing for Women has grown significantly in recent years – we currently own and manage 923 homes, delivering domestic violence and abuse (DVA) services in additional boroughs, and undertaking a successful fundraising campaign which has generated over £1m over the past two years. This growth is set to continue as we have ambitious plans to leverage value from our existing property portfolio to provide homes for the future, as well as winning tenders for commissioned services in DVA and other violence against women and girls support services.

There are always new challenges and opportunities arising from changing demand and government policy. This is especially true in the current economic climate, where the impact of changes disproportionately affects women. It is also the case that the need for affordable high quality housing, and efficient and effective gender-sensitive services, is greater than ever.

I do hope that you are enthused by learning what we have achieved at Housing for Women and that you would like to help us fulfil our future ambitions.

We look forward to receiving your application.

Yours sincerely



**Zaiba Qureshi**  
**Chief Executive**  
**Housing for Women**

## How to apply:

Your application should be made by **14 May 2018** by the H4W Career page. This should include:

1. **An up-to-date CV**, including: qualifications; employment history; any voluntary and other relevant experience; and any current or recent non-executive roles, with dates.
2. **A covering letter** of up to 2 sides of A4 setting out;
  - a) Why you feel suited to the role outlining how you meet the person specification
  - b) How you will demonstrate your commitment to our values
  - c) What you would contribute

We will review your application against the criteria set out in section 6 below.

3. **Completed diversity monitoring form.** It is not mandatory to complete the form and non-completion will not affect your application. This information is used for monitoring purposes as part of our commitment to equality and diversity and we appreciate your support for this.
4. **How you heard about the opportunity.**
5. **Names and contact details of two referees:** stating in what capacity each person knows you. Referees will only be contacted for short listed candidates, before final interviews.
6. **Your contact details:** postal address, day and evening phone numbers and email details.

Applications, preferably in Microsoft Word format, should be uploaded to our recruitment portal. Please apply for this role via the Housing for Women's careers page:

<http://hfw.org.uk/get-involved/careers/>

**All applications must be received by 14 May 2018**, Please note that your application will only be considered if you have provided all the documentation set out in the checklist above. Applications will usually be acknowledged on the next working day.

## Enquiries

Anyone wishing to discuss any aspect of the recruitment process or talk generally about the roles, may phone Dina Khatib on: **020 3794 4834** or email: [careers@h4w.co.uk](mailto:careers@h4w.co.uk)

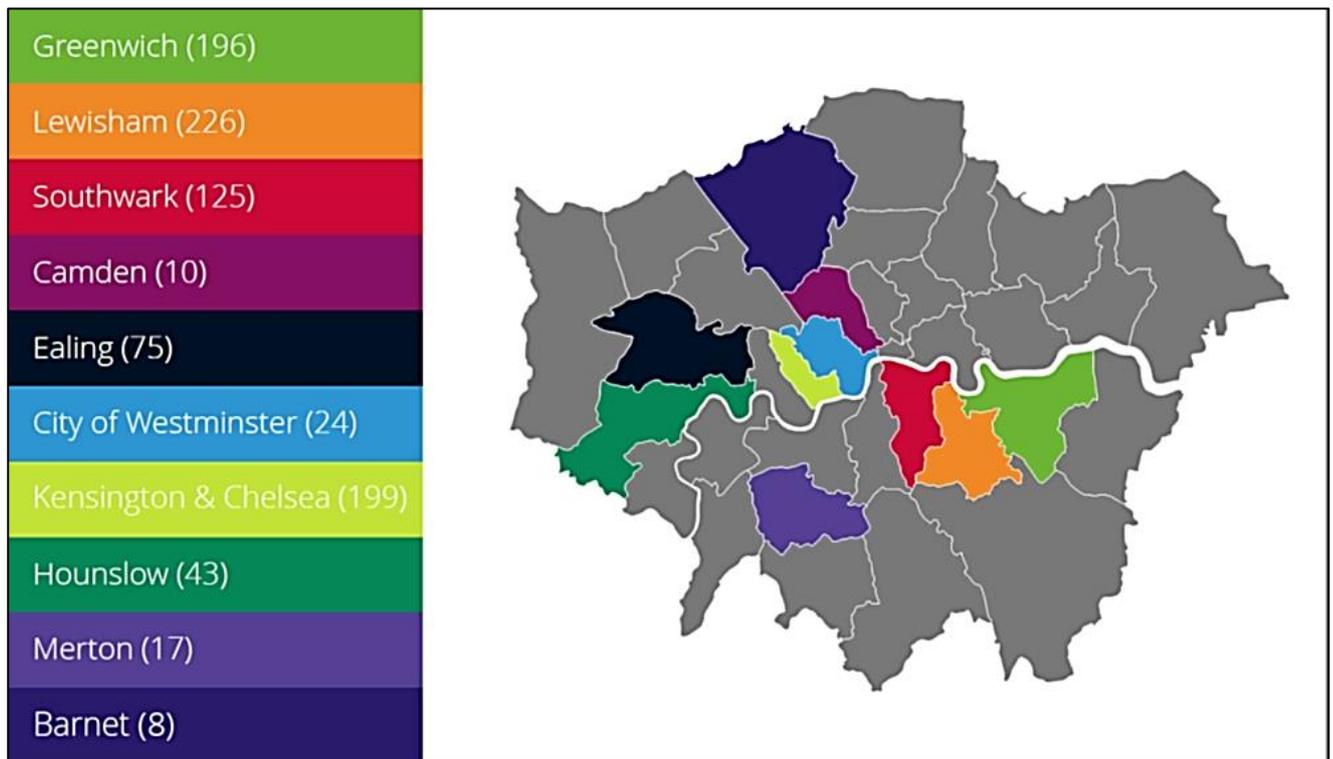
We look forward to receiving your application.

## About Housing for Women

These questions and answers try to anticipate what you might want to know before you apply. Our website is a good place to get an overview of what we do and how we do it: <http://www.hfw.org.uk>

### What is Housing for Women and who do we house?

Housing for Women is an independent organisation that supports women in London to challenge the inequalities they face. As a charity and a registered housing association, we are proud to have housed London's women for 80 years; providing secure, affordable housing and related services to help them make the most of the opportunities they have.



Housing for Women currently operates in 10 boroughs. The map above shows the number of properties (by unit in brackets) by borough.

Our portfolio is diverse with different stock-types and is a mixture of freehold and leasehold. All our stock meets the Government's Decent Homes Standard and the stock condition data informs a strategic approach to procurement to generate a 10 year asset management plan that includes planned and cyclical programmes.

### General Needs provision

The majority of our accommodation is provided to women and their families nominated by the local authorities where we operate. The Association only gives tenancies to women and we provide a range of general needs housing options. Our housing management and maintenance teams are trained in the particular needs of our client group to provide gender sensitive services.

25% of our tenancies are held by women aged over 60. Our Older Tenant's Officer provides a range of

advice and support for our older residents from arranging for adaptations to help keep women in their homes to facilitating move-on to specialist older persons housing when required.

We have developed 8 social rented units in a pioneering mixed tenure older women's co-housing community.

### **Specialist Services provision**

About 9% of our housing stock is used to house women facing specific challenges and the support we provide to them is funded either by local authorities or by grants from charitable trusts/foundations. This supported housing includes specialist refuge type accommodation and ordinary flats or houses which we either own or lease. Increasingly, we offer floating support services to women in accommodation provided by other landlords.

We deliver a range of accommodation and community based support services:

-  Domestic violence and abuse damages and disrupts the lives of thousands of women and their children. We provide crisis support and refuge for women and their children in several sites across South and West London. Our refuges provide safe accommodation for approx. 60 women and 90 children each year and support to a further 50 women in the community who choose to stay in their homes. We offer specialist provision for Asian women and those with complex needs.
-  RePlace is one of a handful of projects in London offering second stage housing and support for women who have been trafficked for sexual exploitation or domestic servitude. These women are some of the estimated 3,000 women trafficked for prostitution in the UK at any one time.
-  ReUnite London is a project where we work with female ex-offenders who would otherwise be homeless and lose custody of their children on release from prison. The project offers a programme of tailored support to tackle the problems they face in order to break the cycle of reoffending.
-  ReConnect is a project working with women with complex needs on their release from prison. The project offers a programme of support and group activities to empower women to live independently.
-  ReVive is a community based project providing support to those women who identify as LGBTQi and are escaping domestic violence.

### **Working at Housing for Women**

With around 90 staff and volunteers, we are not a large organisation so every single member of staff is vital if we are to deliver on our vision and values. This requires a high degree of commitment from our people and a passion for what we do. Below, some of our team share their stories of their time with the Housing for Women.

"I am always proud to say where I work as the name, Housing for Women, says exactly what we do and it always gets a positive reaction. I have worked here for a long time because I believe in the values we promote and that is to give women in London safe and secure homes so that they can build great lives for their families."

"Housing for Women is a dynamic and fun office to work in where you can see first-hand the work that

is carried out to support vulnerable women and their children in London. All of the teams work closely together and it is great to gain knowledge of how other areas of the organisation work.”

“Being a woman working for an organisation that has morals that I understand, that is passionate about improving the lives and environment of its residents, and with close regard for its staff is where I want to be.”

“We all work together as one big team, sharing ideas and listening to each other, and all working to the same goals.”

Our offices are based in the heart of Brixton, with its lively shopping hub and foodie reputation, 5 mins walk from the tube.

## What drives us?



## Our Mission:

Housing for Women works to empower women through providing good homes and services and challenging Inequalities faced by women.

## Our long term vision:

### 5 key principles underpin our long-term vision:

- 🏠 **Core purpose:** the support of women who are poor and disadvantaged
- 🏠 **Growth:** there is commitment to growth through the development of new stock
- 🏠 **Services:** there is commitment to focus service provision on strands of work under the umbrella of 'violence against women', including non-accommodation-based services.
- 🏠 **Focus on London:** develop and retain stock, primarily in the 8 boroughs where HfW operates.
- 🏠 **Manage Risk:** Between 70 and 75% of income will continue to be generated

- 🏠 from general needs stock. Risk tolerances relating to supported housing will be kept under review.

### **What are our future plans and prospects?**

Housing for Women's new Business Plan for the five years from October 2017 to September 2022 sets out our aspirations and plans to achieve our objectives, together with clear measures of success.

### **Our Strategic Objectives for 2017-2022 are:**

#### **1. Deliver great homes and services**

- 🏠 Be great at the basics: repairs, lettings and income collection
- 🏠 Develop our understanding of how our customers access and use our services so that we can better meet their diverse needs
- 🏠 Provide good quality homes - safe, clean and well maintained

#### **2. Drive business excellence**

- 🏠 Ensure we continue to have the financial strength to achieve our objectives
- 🏠 Ensure our systems and processes support service improvement and efficiency and compliance with funder and regulatory requirements
- 🏠 Invest in our people to achieve our objectives

#### **3. Achieve growth in size increasing our influence**

- 🏠 Develop and manage more homes
- 🏠 Grow and develop our specialist support services for women and their families
- 🏠 Develop existing and new partnerships

#### **4. Develop and promote community involvement for women**

- 🏠 Develop opportunities for women in our services to increase their participation in the wider community
- 🏠 Support women to develop neighbour-hood networks
- 🏠 Explore the opportunities for a trainee/ apprenticeship programme

## **Benefits we offer**

We have set out the details of the formal terms of employment in Section 3. Here, we cover some of the additional benefits that we offer to people who work with us.

- **Pension**

All staff who have completed three months' service are eligible to join the company pension scheme. Housing for Women contributes up to 10.5% dependant on the level of employee contribution. The minimum employee contribution is 1%.

- **Performance related pay scheme**

HfW regularly benchmark our salary ranges to ensure we are paying a fair wage to our employees. New employees are usually appointed at the start of the salary range for their job, with an opportunity to receive a pay rise each year, depending on how well you perform in your role. Once your salary is at the top of the range you will still have the opportunity to earn non-consolidated payments each year according to your performance.

- **Death in Service benefit**

We give free Death in Service benefit, to all staff who have completed their probationary period, of 3 x annual salary.

## **Additional benefits**

- **Season ticket loans**

After you have completed your 6 months' probation period you would be eligible to apply for a season ticket loan that you pay back in equal monthly instalments during the year.

- **Childcare vouchers**

From day one you would be eligible to "sacrifice" some of your gross salary in return for a maximum of £243 per month in childcare vouchers. You benefit from a slightly higher value voucher than the income you have "given up" and a small reduction in tax. You must use these vouchers with registered childcare providers.

- **Gym membership**

After you have completed your probationary period, we will contribute £15 a month to your gym membership.

- **Eye tests**

If you use computer screens as part of your job here, we will pay for annual eye tests. If you find that you do need new prescription lenses we may pay contribute half of the cost up to a maximum of £30.

- **Professional Subscriptions**

We may pay subscriptions to professional bodies if that membership brings a benefit to the organisation. This is at our discretion and it would count as a taxable benefit.

- **Immunisations**

We offer immunisations against Hepatitis B and Tetanus for those staff who we have determined that it is advisable to do so given the work that they do.

- **Sabbaticals**

When someone has worked here for 5 years or more we will consider unpaid sabbaticals of up to 6 months.

- **Professional Qualifications**

Housing for Women is committed to the continual Learning & Development of all staff and will consider funding or part funding of any courses or qualifications, which may be beneficial to the employee or Association.

- **Annual Leave**

27 days plus Bank Holidays plus one additional day upon completion of 5 years' service up to a maximum of 3 additional days after fifteen years.

You may be able to buy or sell up to 5 days annual leave in a holiday year.

- **Pension**

All staff who have completed 3 months' service are eligible to join the company pension scheme. Housing for Women contributes up to 10.5% dependant on the level of employee contribution. The minimum employee contribution is 1%.

- **Sickness entitlement**

Length of Continuous Service	Maximum Duration of Sick Pay	
	Full Pay	Half Pay
During Probationary period	n/a	n/a
From end of probation period up to 1 year's service	1 month	1 month
From 1 to 5 year's service	2 months	2 months
Over 5 year's service	3 months	3 months



## Role Profile

<b>Job Title:</b>	Complex Needs Support Worker
<b>Salary:</b>	Starting from £24,464
<b>Contract:</b>	FTC until August 2018
<b>Department:</b>	Supported Housing
<b>Reports to:</b>	Deputy Services Manager/Team Leader
<b>Responsible for:</b>	Supervision and Support of volunteers, trainees and students
<b>Location:</b>	Greenwich

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### Overall Aim

As the lead specialist substance misuse worker you will work alongside the DVA team to provide a safe and empowering environment for women who have alcohol and/or substance misuse issues and are/have experienced domestic abuse in a refuge setting and/or in the community.

To be responsible for implementing a range of interventions and support measures as part of an integrated package of health, therapeutic and social support to women experiencing DVA with alcohol and substance misuse

To work in partnership with local and national services to improve and achieve best outcomes for the women.

To deliver these support services for Housing for Women within the standards and contract assessment and monitoring framework set out by our Commissioners and funders.

Contribute to the implementation of the team's aims and objectives and operational policies and procedures in such a way that they contribute to the mission of Housing for Women and deliver on business plan objectives.

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### Key Responsibilities

#### Customer Focus

Take responsibility for the holistic support to women in the refuge and in the community, including ongoing communication with relevant professionals.

- Working innovatively and creatively in order to engage hard to reach, chaotic and complex needs women.
- Managing and supporting a caseload of women with high and complex needs either in the community or in refuge accommodation.
- Working in partnership with other relevant professionals including substance misuse and mental health agencies.
- Ensure the provision of practical and emotional support to vulnerable women.

- Plan and facilitate informal sessions which explore understanding of DVA and problematic substance use and mental health.
- Plan and facilitate informal activities to support life skills, including healthy lifestyles.
- Plan and facilitate informal social activities to support social interaction.
- Sign post service users to relevant agencies.
- Deal with any crisis or emergency situations that might arise, following our incident reporting policy and procedures.
- Escort clients to appointments as and when appropriate.
- Empower clients to make decisions regarding maintaining their tenancies in the refuge or community and contributing to the smooth running of the refuge.
- Build up and maintain good working relationships with other statutory and voluntary agencies.
- Maintain up to date and appropriate records and statistics.
- Identify and manage challenging behaviours.
- Encourage and support service users to identify access and maintain appropriate education, training and employment.
- Support women to understand and access their legal and housing rights.
- Carry out regular risk assessments and promote the safety of women and their children, assisting them in safety planning.
- Assist women in the community to access any additional security measures and Sanctuary provision.
- Assist with welfare and benefits applications (act as advocate where possible).
- Enable service users to access appropriate health care and specialist support.
- Provide information about and help service users engage with local agencies and community resources.
- Provide resettlement advice and support to women who have left the project working in co-operation with any other agencies.

#### **Out of hours services**

- Participate in the Out of Hours emergency on call rota as required.

#### **Service user participation**

- Promote service user empowerment; working with service users to develop appropriate methods and techniques to enable them to express their views and inform decisions in respect of: -

- support plans
- complaints and concerns
- how services are delivered and managed,
- the maintenance and repair of the buildings and equipment
- meetings, activities and community engagement

### **Team working**

- Support the Manager to induct, train and develop new staff and volunteers in accordance with HfW policy and procedure and best practice.
- Contribute positively to working in a team, actively participating in team meetings and providing constructive feedback to colleagues and sharing knowledge, skills and ideas.
- Play an active role in service audit and reviews.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.

### **Working with others**

- Develop positive working relationships with external agencies and relevant professionals to support the delivery and development of quality services that meet the needs of service users, ensuring that the interests of HfW are protected.
- Work in conjunction with partner agencies and key stakeholders within Child and Adult Protection Guidelines.
- Act in a constructive and professional manner at all times, recognising the role is representing HfW and educating the community about domestic violence.

### **Record keeping, data management**

Ensure that accurate and up to date service user, financial and other relevant service records are maintained.

- Ensure service user files and support plans and other written documents are accurately completed and clear and that data is entered onto relevant computer/paper based systems in a timely fashion (normally within 24 hours).
- Ensure that confidentiality of records and information relating to service users and staff is maintained in accordance with HfW's Confidentiality Policy and Data Protection Policy and Procedures
- Collect and collate of monitoring data and evaluation materials and produce reports as required.
- Record all relevant financial transactions and ensuring the safe keeping of petty cash ensuring all expenditure is within budget.

## **Health and Safety**

- Minimise risk to service users, self, the team and others by undertaking formal risk assessments, developing safety plans and maintaining accurate records.
- Ensure the safety and security of the refuge buildings, including residents and visitors.
- Comply with all health and safety policy, procedure and legislation in respect of food hygiene, lone working, lifting and handling, cleaning and chemical storage.

## **Quality and contract compliance**

- Keep up to date with changes in legislation, policy and best practice in Child Protection and Domestic Violence and contribute to services reviews working in conjunction with service users to ensure contract compliance.
- Undertake all duties in accordance with HfW policies, procedures and guidelines, ensuring compliance with relevant legislation and guidance.

## **Equalities and diversity**

- Actively implement and monitor HfW's Equality & Diversity policy and procedure.

## **Other**

- No role profile can be entirely comprehensive and the post holder will be expected to carry out such duties as may be required from time to time and are broadly consistent with the role profile.
- All staff should be aware of the Association's risk management policy and undertake their duties in accordance with risk management procedures in place.
- Staff are encouraged to discuss with their line managers ways in which controls and procedures can be improved.

## Role Experience, Knowledge and Skills Profile – Complex Needs Support Worker

	Essential	Desirable
<b>Experience</b>		
Minimum of 1 years' experience of delivering support to adults from diverse backgrounds and with mixed abilities and complex needs in a supported environment; preferably in Domestic Violence Abuse (DVA) refuges or substance mis use service	X	
Minimum of 1 years' experience of delivering support to adults from diverse backgrounds and with mixed abilities who have alcohol and substance mis use needs	X	
Experience of undertaking individual assessments including risk assessments and developing and delivering support plans	X	
<b>Knowledge</b>		
You will have an understanding of support mechanisms that are needed when dealing with women who may require treatment in respect of drug and alcohol use and the potential barriers that there may be in accessing treatment.	X	
Up to date knowledge of relevant legislation namely; Children's Act, Community Care Act, Domestic Violence Legislation, Housing Act		X
Understanding of local and national approaches to tackling domestic abuse including MARAC, child protection, social and voluntary services approaches/involvement	X	
Ability to make decisions and to work independently whilst remaining accountable to line management	X	
Demonstrable knowledge of strategies to empower service users to address issues of DVA and substance misuse	X	
<b>Key competencies</b>		
<b>Communication</b>		
Good communication skills with ability to: - <ul style="list-style-type: none"> <li>Communicate information clearly, confidently and concisely with the potential to present information appropriate to the situation and audience</li> <li>Build rapport, encourage active participation and enable others to express ideas and opinions</li> <li>Build trust and confidence with service users, colleagues and partner agencies</li> <li>Adopt a range of influencing strategies/styles to persuade others, to promote agreement, commitment to proposals and a positive working relationship</li> </ul>	X	
Clear about own boundaries as well those of others, including service users	X	
Experience of Loan Working	X	
Demonstrable ability to write letters and reports to a good standard and to maintain accurate records	X	
Demonstrable knowledge and experience of using Microsoft Office or equivalent, including use of Outlook, Word and Excel in order to be self-servicing	X	
<b>Working with others</b>		
Proven ability to work positively and proactively to build relationships with work colleagues and key stakeholders taking positive action to	X	

manage actual and potential conflicts		
Able to work on own initiative, be proactive, juggle competing demands and problem solve and to 'muck in'.	<b>X</b>	
<b>Education and training</b>		
Ideally achieved NVQ Level 2/3 in Health and Social Care or equivalent in addition to experience directly supporting vulnerable women with high/complex needs.		<b>X</b>
Training in relevant topics including: <ul style="list-style-type: none"> <li>• Legal</li> <li>• Housing</li> <li>• welfare rights</li> <li>• Safeguarding &amp;POVA</li> </ul>		<b>X</b>
Good general standard of numeracy and literacy	<b>X</b>	
<b>Other</b>		
Ability to participate in the Out of Hours telephone duty rota with occasional visits to services.	<b>X</b>	