**The Welcome Organisation**

**Women’s Services Link Worker**

**Job Description**

This is an exciting opportunity to break the cycle of homelessness which some females experience. The Health and Wellbeing Support Worker will provide intensive support to a small caseload of chronically homeless females until they successfully transition from homelessness to home.

The women will have complex and multiple needs including; repetitive periods of homelessness, significant histories of trauma, mental health, addiction and family breakdown. They will also have struggled to engage with other support services which exacerbates and prolongs their homelessness experience and results in them ‘revolving’ around the system.

If you are motivated, resourceful and passionate about empowering and supporting women then join our team. You must be able to provide trauma-informed, strength-based support and work to the Welcome ethos of low threshold and high tolerance services. In return, we will provide the opportunity to develop your skills, professional supervision and support, along with being part of a team where your views count and where you can make a lasting difference to the lives of homeless women.

This job may suit a recently qualified social worker or mental health practitioner. This list is not exhaustive but is indicative of the main areas of work.

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| **Job Title** | Women’s Services Link Worker – \**This post falls within the exception stated in Article 10 (2b & 2e) of the Sex Discrimination (NI) Order 1976.   We reserve the right to interview only those candidates who appear from the information provided to be the most suitable for the job.* |
| **Responsible to** | Women’s Services Manager |
| **Rate** |  £25,000 |
| **Days of Work** | 37.5 hours - This comprises of a 40 hour week with a daily 30 minute unpaid lunch break. Hours will normally be 9am to 5pm. You may be required to provide critical support outside of these hours. |
| **Holidays** | 22 days per annum plus Public/Bank Holidays (or pro rota) and Pension Scheme  |
| **Closing Date**  |  |

**Main Duties and Tasks**

You will have particular responsibility for meeting the immediate and ongoing general and emotional support needs of homeless females defined as chronically homeless. The support will be continuous regardless of tenancy until they make the successful transistion from homelessness.

*Identifying clients*

* Working in conjunction with The Welcome Organisation staff, the Northern Ireland Housing Executive and other agencies to identify and assess clients who are eligible for both enhanced support and female accommodation services.

*Providing support*

* Build trusting and meaningful relationships with women whilst keeping within professional boundaries and our ethos of low threshold and high tolerance.
* Key-work a small caseload, design and implement person-centred and holistic needs/risk assessments and support plans, ensure regular 1 to 1 meetings to review progress towards goals.
* Provide varied support to reflect the needs of women at the stage of homelessness they are in i.e. rough sleeping, temporary accommodation and independent living.
* Provide trauma informed and strength-based support, which enables women to address underlying psychological and emotional issues and helps them to develop resilience and other ‘tools’ needed to successfully maintain independent living.
* Support women to access programmes and workshops which improve their awareness of healthier choices around risky activities, confidence building, self- esteem and personal development.
* Support clients to refer, access and sustain engagement with other services in order to address their needs such as benefits, housing, health, criminal justice, social care etc.
* Work with other agencies to provide ‘wraparound’ support including initiating and leading multi-agency case conferences and ensuring support is considered and consistent in a way that works for the women.
* Identify barriers preventing women from accessing support services and advocate on their behalf while raising awareness of their rights.

*Monitoring the service*

* Maintain accurate records including, handovers, contact notes, casefiles and databases etc.
* Co-operate with the monitoring framework in order to enable external evaluation of the service.
* Set up, collate, evaluate and report for both qualitive and quantitive data as required by funders and management.

*General*

* Promote a climate of understanding of the causes and consequences of womens’ homelessness.
* Keep abreast of relevant developments in the sector including training and other opportunities specific to the role.
* Effectively manage time and meet deadlines while having the flexibility to meet the demands of the service and its’ users.
* Ensure all vulnerable adults and children at risk are safeguarded appropriately.
* Actively participate in training, supervision, apprasials and team meetings.
* Attend meetings as required.
* Support and promote Service User Involvement, and Diversity and Equality of Opportunity within the workplace.
* Maintain safe systems of work and a safe environment.
* Adhere to all The Welcome’s policies and procedures.
* Undertake any other duties relevant to the post or business needs.

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| **Person Specification** |
| **Criteria**  | **Essential** | **Desirable** |
| **Previous experience** | * 2 years of experience supporting females with complex and multiple needs
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| **Skills/Ability** | * Ability to develop person-centered needs/risk assessments and support plans and manage a key worker case load
* Ability to take the lead and work in partnership with other agencies
* Ability to access local/community based programmes
* Ability to self-manage, work in a team and have excellent organisational skills.
* Ability to manage people with challenging behaviour and poor levels of engagement
* Excellent written/verbal communication, numerical and interpersonal skills
* Ability to adhere to Diversity and Equal Opportunities, Health & Safety, Protection of Vulnerable Adults, Confidentiality and other policies/procedures
* Be competent in the use of IT applications
* Ability to work in a busy environment, be solution and target focused, show good time management skills and make decisions under pressure
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| **Education / knowledge** | * Formal vocational qualification in a relevant field
* Thorough understanding of the causes and consequences of female homelessness
* Thorough understanding of the impact of trauma and how to work in a trauma informed and strength-based way.
* Working knowledge of alcohol/substance misuse/mental health issues and harm reduction principles
* Thorough understanding of the wider needs and support services relevant to homeless females
* Knowledge of monitoring and evaluation systems and the ability to keep files and accurate notes
* Understanding and commitment to working within our ethos of High Tolerance, Low Threshold services
 | * Mental Health level 3 (or above) qualification
* Social worker qualification
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| **Personal Attributes** | * Highly motivated, resourceful and passionate about reducing the numbers of females experiencing Chronic Homelessness
* Committed to advocating and raising awareness of females homeless rights
* Highly effective and committed to personal and professional development
* Friendly and approachable
* Non-judgemental with the ability to empathise
* Resilient and self-caring
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| **Other** | * Able to work flexible hours as required including some weekend and evenings
* A satisfactory Enhanced Access NI check
* The post holder will be required to wear identifiable clothing (uniform) whilst working
* Car driver with access to car (or transport that allows candidate to fulfil duties of the post)
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