

Senior Complex Needs Support – Fixed Term Contract

Responsible to:	Therapeutic Services Lead – Children & Families
Based in:	Refuge safe house – North West Surrey
Salary:	circa £27,500 per annum
Hours:	Full time post 36 hours per week Monday to Friday. Actual hours to be agreed.
Contract Length:	12-month fixed term contract.
Special Conditions:	Emergency on-call/out of hours helpline rota responsibilities (for which an additional shift allowance will be paid). Post holders must live within maximum 45 minutes driving distance from our offices in Woking. This is so that occasional emergency on call rota responsibilities can be fulfilled in the event of callout to our premises to provide urgent support.

A full driving licence and use of a reliable car for work purposes is essential.

Please note that this job description is not a definitive list of tasks but is designed to give an overview of the role. All employees are expected to undertake reasonable additional duties as required and to understand that job descriptions develop and change over time. The post holder will be expected to use their initiative in order to help Your Sanctuary realise our vision of a world free from domestic abuse.

Purpose: to identify clients with complex needs including mental health and possible substance misuse support requirements amongst refuge service referrals. To effectively provide specialist, trauma informed, person-centred and user-led, 1:1 and group support to women with complex needs based on their individual strengths, abilities and choice. Work alongside colleagues to share knowledge and best practice with a view to developing and improving the service. To ensure all clients are given security and support to maximise their independence, dignity and choice; building resilience towards leading independent lives.

Key areas of responsibility

Team Supervision

- First line management of Complex Needs Support staff (x1) including dealing with (in conjunction with Therapeutic Services Lead) any performance issues that may arise.
- Develop and motivate Complex Needs Support staff (x1) ensuring cooperation and support with providing a high-quality service, whilst maintaining professional boundaries with effective professional challenge.
- Ensure Complex Needs Support Staff (x1) has the appropriate knowledge and skills to enable them to meet the service and Your Sanctuary's operational and monitoring requirements.
- Ensure Complex Needs Support Staff (x1) are supported and performance developed through induction, supervision and appraisals, training, team and staff meetings and day-to-day support.

- Ensure Complex Needs Support Staff (x1) are trained and supported to work in an evidence based, outcomes focussed way and that evidence-based outcomes measuring tools are embedded within practice.
- Share skills and knowledge through delivery of appropriate training across the organisation and externally.
- Recruitment to final short list stage.

Support for women

- Provide high quality comprehensive needs and risk assessments for identified clients within policy guidelines.
- To develop and deliver Support Plans in conjunction with colleagues, ensuring they reflect the clients' individual needs, issues and concerns.
- To procure and co-ordinate additional support through community-led agencies/resources.
- Have an understanding of the needs of the client group, to advocate for and ensure that all practice reflects this in a positive way.
- Work alongside clients and participate in activities as appropriate.
- Diffuse difficult or dangerous situations enlisting assistance according to policy and procedures.
- Work in conjunction with Children's Workers to address needs and voice of children within families.
- Produce and maintain accurate information and data to enable reports for manager and funder that reflects progress and outcomes, in order to promote effective service delivery and evaluation.
- Arrange/participate in staff and client meetings, as and when required.
- Actively promote a positive professional profile of the service ensuring the good reputation of the organisation at all times.

Multi-agency working

- Work proactively and creatively to enhance service delivery and choice for clients; ensuring that relevant information is shared where in best interests of the client.
- Develop and maintain effective working relationships with specialists and agencies who may be able to offer resources, or individual services relevant to client needs, e.g. Registered Social Landlords, Local Authority, community mental health and community drug & alcohol services, DWP and other government agencies, referral agencies, charitable trusts, other voluntary agencies and domestic abuse services.
- Encourage joint working initiatives that would benefit clients and support the delivery of excellent outcomes.

Development

- Keep up to date via CPD (continuous professional development) of legislation, policy and best practice as relevant to the needs of clients and post holder job role.
- Be responsible for maintaining professional knowledge and competence.
- To attend regular 1:1 clinical supervision and regular reviews with line manager.

Health & Safety

- Develop sound knowledge and competency of Your Sanctuary's policies and procedures with particular reference to safeguarding and child protection.
- Ensure security is maintained at all times and promote safe working practice for clients, self, colleagues, volunteers and visitors.

Other duties

- Provide monitoring reports/statistics that reflect service aims and outcomes.
- Be prepared to work flexibly to ensure integrated service delivery.
- To undertake administrative duties and domestic tasks when required. Carry out other duties as required commensurate with the post.
- Participate in the OOH 'emergency on-call' and helpline shift rota providing emergency support to clients when necessary.

Person Specification

Experience Essential (E) Desirable (D)

- Of working with people with complex needs including mental health (E) and substance misuse (D) to include undertaking risk assessments and developing support plans (E)
- Of supervising or managing members of staff or volunteers (E)
- Of working within a trauma informed environment (D)
- Of involving clients in the organisation and management of a service (D)

Knowledge

- Of issues relating to mental health (E) and substance misuse (D) including support mechanisms and potential barriers to accessing treatment (E).
- Knowledge (D) and awareness of issues relating to domestic abuse (E)
- Of current general and welfare rights legislation as it affects women escaping domestic abuse. (D)
- Understanding of the diverse needs of women (E)
- Of equality issues relating to women and children (E)
- Understanding of professional boundaries (E)

Skills

- Ability to provide support on a 1:1 basis both in person and on the phone (E)
- Listening skills and empathy (E)
- Oral and written communication skills, with the ability to produce accurate reports and maintain records (E)
- Ability to work as part of a team (E)
- Ability to prioritise competing demands (E)
- Ability to remain calm in stressful situation and to successfully respond to and manage conflict (E)
- Ability to liaise effectively with external agencies (E)
- IT skills (including Word/Excel/Outlook) (E)
- Counselling skills (D)
- Ability to speak other languages (D)

Other

- Support the aims and principles of your Sanctuary (E)
- Commitment to equal opportunity and impact of this on our service (E)
- Commitment to issues of confidentiality (E)
- Ability to work evenings and weekends (E)

Continued

Values

To be successful you must be able to embody and live the values at the core of all Your Sanctuary work: **Passionate (about the work) – Compassionate – Accountable - Inspirational to others - Inclusive – Innovative**

All Managers must demonstrate the YS leadership SAFE competencies: **Supportive, Approachable, Fair and Experienced.**

All members of staff must demonstrate the YS team values: **a ‘can do’ attitude, take responsibility, commitment to our core aims, supportive, respectful and professional.**

It is important that the post holder has the required personal attributes and holds values and ethics in line with those held by YS. As a result, applicants may still be considered for the post if they have alternative experience, qualifications, skills and knowledge which do not directly match with the above requirements. All post holders will be required to have a DBS check at the appropriate level (generally Enhanced with Barred lists where legally required). Applicants will also need to satisfy the interview panel that they have an objective distance from any personal experience of abuse.