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**Next Link Domestic Abuse Services**

## Job Description

**POST:** **Female Night Worker**

**Complex Needs Safe House**

**RESPONSIBLE TO: Safe House Team Leader**

**HOURS: 7.30pm – 7.30am, Friday - Sun**

**SALARY: Point 12; £22,571**

**JOB PURPOSE:**

This post will work within an integrated team within Next Link Domestic Abuse services.

* Providing safe housing and support to women who have experienced domestic abuse and have complex needs.

**MAIN OBJECTIVES:**

* To provide high quality accommodation and housing related support to women with complex needs who have experienced domestic abuse.
* To provide practical and emotional support to women who have experienced domestic abuse, have mental health needs and/or complex needs, and women who have experienced homelessness to be/feel safe, stabilise substance misuse/mental health issues, gain independence skills, sustain their tenancies, and access appropriate move-on accommodation.
* Champion service user empowerment and involvement by ensuring our services:
* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our service
* To work within a recovery and psychologically informed approach, supporting women to maximise their safety, independence and wellbeing, stabilise their complex needs, sustain their accommodation and help build positive futures.

## PRINCIPAL RESPONSIBILITIES

1. **Support**

* To advise woman on personal safety and safety procedures regarding the safe house.
* Provide recovery orientated and practical support to individual women in the complex needs house.
* To promote service user involvement through activities.
* Safeguard the welfare of children, young people and vulnerable adults; working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding vulnerable adults.
* Respond to emergency and crisis situations by providing support, advice, signposting or direct interventions as necessary.
* To monitor all safeguarding concerns and make appropriate referrals to First response/care direct as necessary.

**3. Housing Management**

* Be responsible for the safe house, ensuring a supportive, homely and safe environment is maintained and a nightly staff presence.
* To complete health and safety checks of the complex needs house, make a record for the day staff and address any issues where appropriate.
* To review CCTV any record anything of concern.
* In liaison with the Team Leader deal with all complaints on licence related matters, including disputes between licensees or involving neighbours by visits and letters as appropriate.

1. **Maintenance**

* To give access to appropriate individual contractors over matters of maintenance and repairs.
* To support the day staff with inspections of void rooms and prepare for re-let.
* To fully implement housing management policies and procedures.

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1. **Record keeping and monitoring**

* Maintain up to date, accurate, legible and accessible records of all work and contact with service users, other agencies/professionals and others (e.g. carers, families), ensuring that they meet the requirements of data protection and confidentiality.
* Ensure all outcome and monitoring data is accurately recorded using the Next Link database and other monitoring systems, prepare any additional information or reports used for the monitoring and evaluation of the services as required.

1. **Developing of self and others**

* Engage and support women in a creative, consistent and assertive way to ensure that positive outcomes are achieved.
* To uphold the residents' participation policy and promote it appropriately.
* Provide support and guidance to trainees, relief/agency workers and volunteers, when required.
* Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.

1. **General**

* Uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
* Work flexibly within a team setting, liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
* Work within Next Link’s Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
* Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
* Observe organisations equal opportunities, confidentiality, data protection policies.
* Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
* Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

*This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.*

*Missing Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.*