

# JOB PACK

Bridges Partnership  
Safe Accommodation Keyworker

Creating homes.  
Building lives.



**Jigsaw**



# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Holidays:</b>	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Jigsaw Benefits:</b>	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave, training/development opportunities and much more. Please check out benefits page on website for more information.

<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training:</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks &amp; Medical Clearance:</b>	<p>In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability &amp; medical clearance from our Occupational Health Provider before appointment. Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a></p>
<b>Diversity:</b>	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW:

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success.

We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

In addition to delivering our existing support services, we are always seeking new innovative partnerships, solutions and funding opportunities, responding to need and working with communities in which we can make a difference.

With more than 200 staff from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 7,000 people annually through the contracts we manage.

This position is within The Bridges Partnership service, a partnership between Jigsaw Support, Talk, Listen Change and Diversity Matters Northwest. The partnership supports Tameside residents who are victims or survivors of domestic abuse, children who are impacted by domestic abuse and those causing harm. This service is commissioned by Tameside Council.

The service includes safe accommodation, supporting domestic abuse victims in refuge and dispersed properties in the community, an outreach team supporting medium and standard risk cases in the community, a children's team, supporting children and young people affected by domestic abuse, a IDVA team, supporting high risk victims and a Women and Families Centre offering group and one to one support.

## Role Summary:

As a Safe Accommodation Keyworker, you will work prominently within our safe accommodation provision. This includes a 24-hour refuge and safe accommodation located across Tameside. All the safe accommodation is temporary, and we work closely with Tameside Housing Advice with placements.

You will provide a high-quality, front-line service to victims of domestic abuse and their families, residing in our safe accommodation. The role requires effective team working with immediate colleagues and effective relationship building and utilisation of a multi-agency framework, consisting of the MASH and local partners to tackle domestic abuse and safeguarding in the Borough.

You will be assessing new referrals, supporting new admissions, completing support sessions, contributing to health and safety requirements of the services and buildings, including home security measures.

You will provide advocacy, emotional and practical support along with information to clients including legal options, housing, finance, and a range of other interventions, a focus on support to move clients on to suitable housing. You will need to be able to effectively manage a dynamic case load, ensuring each client receives the appropriate level of support relevant to the individual's needs.

The role will be required to work shifts on a rota basis, over a 7-day week including weekends, bank holidays and Christmas, between the hours of 7am - 9.30pm.

**Responsible to:** Safe Accommodation Team Manager



## MAIN TASKS OR ACTIVITIES

1. Complete individual risk and needs assessments to identify and provide a pro-active medium to long term interventions to support clients to move forward and manage their temporary accommodation and move on support.
2. To maintain accurate and confidential case management records and databases and contribute to monitoring information for the service. To comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to the work undertaken.
3. Respect the value and diversity of the community in which the services works in and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.
4. To work within a multi-agency approach, attend as required or provide reports for relevant multi-agency meetings maintaining an independent role on behalf of clients to ensure their safety is paramount. To work closely with Tameside Housing Advice and housing providers in the interests of clients and work towards an appropriate move on accommodation.
5. To work with victims of domestic abuse to help clients access services to keep them and their children safe, whilst ensuring compliance with Children and Adult Safeguarding procedures. To work in partnership with families ensuring professional boundaries are maintained.
6. Work within the health & safety regulations, ensuring the safety of residents and the buildings, using the health and safety app to log and resolve any concerns.
1. Follow all Group policies and procedures, and statutory legislation/guidance, in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
2. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
3. Carry out any duty which may be, from time to time, requested by the Arrears Recovery Supervisors and Managers, Head of Income, Director of Finance, Group Directors or Chief Executive, commensurate with the position.

# Candidate Requirements

## Candidate Requirements:

- Qualifications demonstrating sound literature, numerical and IT skills (e.g. GCSE English & Maths A-C or equivalent)
- Experience of health & safety building checks, responding to incidents and reporting appropriately
- Experience of working with victims of domestic abuse, or clients with barriers/complex needs, providing 1 to 1 person centric support
- Ability to manage a caseload of clients across the geographical area of Tameside, meeting demands and priorities
- Experience of challenging both clients and professionals to achieve positive outcomes
- An ability to be able to communicate clearly and effectively in a range of forms and to be able to keep clear and concise records
- To be able to work in an empathic way, build trust and relationships with clients and their families to achieve successful outcomes
- Able to work flexibly on a rota basis over a 7-day week, including weekends and bank holidays. Please note, some shifts are lone working

# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



# Jigsaw Homes Group Limited

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