

JOB PACK

ADViSE Advocate Educator

Creating homes.
Building lives.





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

Holidays:	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)
Pension:	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.
Jigsaw Benefits:	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.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	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.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	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.

The ADViSE Programme is a project within Jigsaw support, which sits with the wider commissioned Domestic Abuse and IRIS projects. ADViSE was commissioned in Tameside in 2021 as part of a pilot programme in Greater Manchester.

The ADViSE (Assessing for Domestic Violence and Abuse in Sexual Health Environments) programme supports sexual health clinicians to identify and respond to patients affected by domestic violence and abuse (DVA) and provides them with a simple referral pathway to specialist services.

ADViSE has grown from a successful, evidence-based programme in general practice which responded to patients affected by domestic violence and abuse, IRIS (Identification and Referral to Improve Safety). Whilst the positive impact of IRIS was rapidly expanding, it was recognised that there were some diverse and harder to reach patient groups who may not come into contact with general practice or other primary care services.

ADViSE adapts the IRIS programme for use in sexual health clinics to support sexual health staff to recognise the signs and symptoms of patients affected by DVA, ask them whether they are affected, give a validating response and then offer and make referrals to specialist services in line with British Association for Sexual Health and HIV (BASHH) DVA guidance.

Role Summary:

As a dedicated and skilled Advocate Educator you will work alongside a dedicated clinical lead, working closely with staff at the sexual health clinic, delivering training and promoting the service and generating referrals into service. You will also support victim/survivors of domestic and or sexual abuse, identified and referred in, being their mentor and coach. You will assess and manage risk and co-produce personalized action plans to aid victim-survivors recovery, improving their situation and challenges they face.

You will deal with new referrals, complete assessments and co-ordinate interventions working with victim-survivors to identify the most appropriate course of action. You will deliver face to face and telephone/video call support and support delivery of group interventions.

You will have experience of working and supporting people with multiple and complex needs including domestic abuse. You will need to be highly organised, self-motivated, engaging, supportive and be confident in using case management systems. You will also be confident and experienced in delivering training to professionals.

You will also support the IRIS Advocate Educator, working as a team to successfully deliver both the IRIS and ADViSE programmes.

Responsible To: Domestic Abuse Team Leader

MAIN TASKS OR ACTIVITIES

1. To manage and monitor caseload of participants, mobilising action plans and outcomes.
2. Proactively engage participants and sustain their engagement through regular face to face support, telephone and video calls.
3. To develop and deliver one-to-one and group support interventions.
4. To carry out risk and needs assessments with participants, developing personalised SMART action plans reflective of their needs.
5. Provide a flexible and holistic package of support to continually reassess their support needs, maintaining a flexible approach to delivery.
6. To develop relationships with key partners and stakeholders from statutory and non-statutory services, in particular the local sexual health service.
7. Record and maintain accurate and meaningful case notes and client records via the ECCO case management and Oasis systems.
8. Work closely with the designated clinical lead to ensure clinic staff are appropriately trained in the ADViSE programme - co-delivering a training package and offering some co-location.
9. To attend local steering groups to feedback on the programme and to provide data reports and case studies to evidence the outcomes of the contract to secure further funding.
10. To work together with the IRIS AE, to ensure that both the ADViSE and IRIS programmes are successfully delivered.
11. Operate and comply with organisation and contract policies and procedures, and the organisation's values at all times.
12. To be a proactive member of the team; continually seeking to improve and develop your own skills and the performance of the team.
13. Attend mandatory training when requested to ensure compliance with Group policies and procedures.
14. Work flexibly within our range of services and across the 10 localities of Greater Manchester including co-locating at offices across the city.
15. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.
16. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
17. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- An ability to work independently and autonomously, managing and recording a clear and concise caseload
- Experience in delivery of training
- Experience of challenging individuals, both clients and professionals to achieve positive outcomes
- An ability to work under pressure, prioritise and achieve deadlines within a constricted timeframe
- Experience of working with victims of domestic and or sexual abuse
- Experience of front facing support with clients/victims and their families, building trust and empathy
- Experience of attending multi-agency meetings
- An ability to manage crisis situations, identify risk and develop effective support plans whilst working within a safeguarding framework

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.



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