

JOB PACK

Keyworker - Domestic Abuse Support
Services

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.

With more than 160 colleagues from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 6,000 people annually through the contracts we manage.

Jigsaw Support are a commissioned provider of Domestic Abuse Service for Manchester City Council.

Our service focuses on early intervention and prevention, which includes the prevention of repeat victimisation

Our service is inclusive of all victims and survivors and offers a range of personalised domestic abuse interventions to meet complex individual needs, helping people recover and rebuild their lives in safety and freedom from fear. Support focuses on recognising domestic violence and abuse, promoting independence, enabling people to live safely in their communities and helping them move forward with their lives.

Role summary:

As one of our dedicated and skilled Domestic Violence and Abuse Keyworkers you will support victim-survivors being their mentor and coach. You will assess and manage risk and co-produce personalised action plans to aid victim-survivors recovery, improving their situation and challenges they face.

You will be responsible for managing a caseload, providing 1-1 and group work interventions. 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 provide support through a variety of methods to meet victim-survivors needs and required support the wider family.

You will be expected to attend several multidisciplinary meetings including MARAC, Child in Need (CIN) and any other as required. In addition, you will provide training to stakeholders across Manchester either in person or through video call.

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.

Responsible to: Team Leader

MAIN TASKS OR ACTIVITIES

1. Work with individuals who have experienced domestic violence and abuse at all levels of need through the provision of practical and emotional support.
2. Triage referrals to establish appropriate relevant interventions for holistic support.
3. Identify and assess the risks and needs of domestic abuse victim-survivors using relevant tools. Regularly review needs and risk assessments at point of entry into the service and subsequently at appropriate intervals.

4. Provide a pro-active short to medium term intervention service through individual safety planning and personal support, formulating, and review progress, against individual support plans through encouraging service users to set realistic goals, whilst supporting them to make and implement informed decisions regarding their futures.
5. Work with victim-survivors to implement actions from MARAC meetings and provide updates on progress to IDVA colleagues within a timely manner.
6. To work with victim-survivors 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.
7. To work within a multi-agency setting in order to achieve positive outcomes victims of domestic abuse including signposting to relevant organisations and services. Attend relevant multi-agency meetings maintaining an independent role on behalf of clients to ensure their safety is paramount.
8. 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.
9. To influence and develop responses to improve service to victim-survivors of domestic abuse, ensuring the experiences of clients and other agencies inform this process. Participation in service development activity and responsibility for delivering training to both victims and professionals alike.
10. 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 victim-survivors ensuring the service is accessible to all. To remain up to date and compliant with all organisational policies and procedures and professional codes of conduct.
11. 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.
12. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
13. 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:

- Relevant qualification(s) and/ or experience of working in a domestic abuse setting or with victims of domestic abuse
- An ability to work independently and autonomously, managing and recording a clear and concise caseload
- 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 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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