

JOB PACK

Bridges Partnership IDVA

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

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 six-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:	<p>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.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
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.

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.
- An IDVA team, supporting high risk victims.
- A Women and Families Centre offering group and peer support.

Role Summary:

You will join our existing IDVA team, supporting high risk victims of domestic abuse, referred to MARAC. You will provide a high-quality, front-line service to victims of domestic abuse, delivering a service to those at the highest level of risk.

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The role requires effective team working with immediate colleagues and effective relationship building and utilisation of a multi-agency framework, consisting of the MASH, MARAC and local partners to tackle domestic abuse in the Borough.

You will need to be able to provide advocacy, emotional and practical support along with information to clients including legal options, housing, finance and substance misuse interventions. 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.

Responsible to: Senior IDVA, Operational Manager, Head of Service

MAIN TASKS OR ACTIVITIES

1. Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist (DASH). Focus on and prioritise high risk cases and provide a pro-active short to medium term crisis intervention service through individual safety planning and personal support.
2. To work with high risk 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.
3. To work within a multi-agency setting, particularly the MASH which will include participation in the daily risk meetings, MARAC and to attend and represent the service at any relevant multi-agency meetings maintaining an independent role on behalf of clients to ensure their safety is paramount.
4. 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.
5. To influence and develop responses to improve service to victims 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.
6. 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. To remain up to date and compliant with all organisational policies and procedures and professional codes of conduct.
7. 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.
8. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
9. 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:	<ul style="list-style-type: none">• Experience of working with high-risk victims of domestic abuse is essential.• A Safe Lives Domestic Abuse qualification or equivalent is desirable.• Experience of working within a multi-agency framework.• Excellent communication skills and ability to build positive relationships with professionals and service users.• Excellent organisational and time management skills with good attention to detail and the ability to prioritise workloads.• Experience of establishing, implementing, and improving systems and processes.• Ability to recognise and appropriately act upon safety and safeguarding concerns. Strong knowledge and experience of safeguarding legislation and procedures• To be able to work in an empathic, non-judgemental way, build trust and relationships with clients to achieve successful outcomes.
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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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