

JOB DESCRIPTION

Job No		Job Title	Flexible Support Officer
Department	Specialist Housing (Operations)	Reports to	Team Leader
Date effective	April 2023	Salary band	

Purpose

A flexible support officer within our Domestic Abuse Service will support clients, within refuge and places of safety provision, within outreach, delivering group work and answering enquiries through the Domestic Abuse Service helpline. Working closely with external agencies such as the Police and other agencies is key to this role as is advocating on the client's behalf, as well as referring on to other agencies for further support.

Key responsibilities

1. To take referrals and carry out needs assessments of prospective clients, liaising with police, health professionals, other agencies and colleagues as appropriate. This can be whilst working on the helpline or working within refuge or places of safety provision.
2. To ensure that prospective and current clients are fully aware of the support available, their financial obligations, rights and responsibilities under their tenancy/occupation arrangements and all related procedures.
3. To deliver high quality support to clients living in our accommodation and for up to 1 months after move on (where required by the service), enabling them to sustain their tenancy and promoting independence, freedom and choice.
4. Working jointly and cohesively with housing management teams to give the best possible service to those that we are supporting.
5. Help clients when living in our accommodation in facilitating move-on to suitable accommodation.
6. Support clients via our access and helpline.
7. To agree and review client Independent Living Plans and Risk Assessments on a regular basis and deliver contracted hours of support achieving the required outcomes.
8. To deliver the support identified in an Independent Living Plan through regular personal contact as appropriate, taking follow up action as required.
9. To design and deliver structured support to groups as appropriate to the service specification and/or local need.
10. To liaise with internal departments and outside agencies and contacts where appropriate in order to ensure the delivery of support and act as advocate where necessary.

11. To liaise with partner agencies and other key stakeholders as appropriate to ensure that good communication and co-operation is maintained.
12. To report any concerns relating to safeguarding of vulnerable people using the correct procedures, attending case conferences such as MARAC, MATAC and other meetings as required.
13. To ensure that all relevant documentation and records are completed and submitted in an accurate and timely manner.
14. Support the Group's Domestic Abuse Housing Alliance (DAHA) accreditation process.
15. Be an ambassador for domestic abuse services, promoting the ADAS service internally as well as to external partners.
16. To handle complaints and representations in accordance with A2Dominion's policy and undertake any necessary investigations.

Line management

Direct reports: None

Indirect reports: None

Financial responsibility/authority

Budget: None

Expenditure: None

Financial authority limit: None

Key internal contacts

Specialist Housing Service Managers and Senior Management Team, Specialist Housings Housing and Income Teams

Key external contacts

Clients, partner agencies (e.g. police, social services), stakeholder forums, commissioners, emergency services

General expectations

- Represent the Group positively with all external contacts.
 - Maintain excellent customer service, ensuring that you meet the Group's customer care standards.
 - Continually promote and ensure compliance with the Group's Equality and Diversity policy and procedure.
 - Establish, develop and maintain effective working relationships with all work colleagues.
- Ensure compliance with the Group's health and safety policy.

This job description outlines the main responsibilities of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.