



## Job Description

<b>Title:</b>	Brave Spaces Project Worker
<b>Hours:</b>	20 hours per week
<b>Salary:</b>	
<b>Contract:</b>	
<b>Reports To:</b>	Service Lead

This post is both challenging and rewarding in equal measures, created to support women who are either rough sleeping or temporary housed across North Devon and Torridge. We are currently looking to recruit a highly motivated and resilient project support worker whose passion is to deliver quality client support to those who have been affected by the impacts of trauma, homelessness, substance misuse, mental health, offending or domestic and sexual abuse and violence.

The successful candidate will have previous work experience or lived experience of working with homelessness and or complex needs. Working as part of our Brave Spaces team, you will be required to work flexibly, demonstrate compassion and willingness to work collaboratively with wider services. We are looking for someone who can communicate and relate easily to women at all levels in a friendly and inclusive way, and who are happy to get involved with all aspects of work like our weekly women's drop in, art group and other activities.

The Brave Spaces project is delivered in partnership with CoLab Women in Exeter, and in alliance with North Devon Against Domestic Abuse, Surviving Abuse North Devon and Mind in Somerset.

Post-holders will require an Enhanced CRB check, have a full driving license and access to own vehicle.

## Main Duties and Responsibilities

- To provide support that connects women with a range of complex needs who may be at particular risk of violence and abuse to access services and support offers across North Devon and Torridge. This will have a focus on women who have current or historical experience of sexual and domestic violence and abuse and homelessness. The offer aims to improve access to services, guidance and support, ensure achievement of outcome goals and that recovery capability is maximised.
- To provide additional, trauma responsive offers to access support, sustain behaviour change and move forward to address their needs so the likelihood of being a victim of violence and abuse is reduced and access to services is improved.
- Develop strong and trusting relationships with women to improve engagement, trust in services, promoting their choice and well-being. This will be done through regular contact including visits to their accommodation and appropriate community settings.
- Develop, maintain and coordinate effective working relationships with external agencies, promoting effective communication for and about the client
- Build the capacity and capability in improving the outcomes of for women experiencing homeless as a result of SVDVA via provision of one-to-one, group and peer support.

- Ensure that women are supported to take part in activities that support their future aspirations, develop peer networks and meaningful leisure opportunities and housing stability. This can be done by supporting women in exploring creative opportunities and access to programmes, workshops and other local support including for example housing, benefits, and psychological support.
- Identify areas of need, or barriers they face, develop a plan to address those needs, and link into relevant services and programmes.
- Help create and promote an ethos whereby women are empowered to make informed choices and plans for a more positive future.
- Implement recommendations locally within the Brave Spaces partnership.
- Adopt a Psychologically Informed and Trauma Informed approach to supporting and coaching clients, including use of learning from Psychologically Informed Environment (PIE), Trauma Informed Care (RIC) training and reflective practice.
- Be adaptive and flexible, resilient to challenges and rejections, to support the stability and progression of clients in order to achieve personalised outcomes.
- Create and regularly review the person-centred support plan to update, record and monitor progress of each client.
- Attend
  - To maintain accurate case files including accurate written records on clients progress and outcomes using Advice Pro and contribute to service evaluation by submitting regular case studies.
  - To be part of the on-call rota (1 weekend in 12)
  - Support occupants to attend appointments, follow up appointments and assist in the implementation of Team around the Person (TAP) meetings.
  - Work with the local housing team and other accommodation providers to find suitable accommodation.
  - Attend and constructively contribute in regular team meetings, group supervision and appraisal.
  - Attend in-house and external training opportunities to support your personal and professional growth and development.
  - The post holder will comply with and work within in the context of all Encompass policies, procedures and practices, adhere to Encompass Equal Opportunities Policy, applying anti-discriminatory practice, ensuring that all services are made as accessible as possible to clients.
  - Maintain confidentiality of information about staff, clients and Encompass business and be aware of the Data Protection Act 1998 and Encompass Data Protection (GDPR) and Confidentiality policies and procedures.
  - Comply with the Health and Safety Policy in all aspects of the work, carrying out health and safety checks in line with policy and keeping records as required.

## Person Specification

	Essential	Desirable
<b>Knowledge and Experience:</b>		
Experience of working with women who have complex lives and who have experienced domestic and/or sexual violence and abuse	✓	
Knowledge and experience supporting wider issues affecting women who have experienced a range of issues e.g. homelessness, mental health, involvement in the criminal justice system, substance misuse and social exclusion	✓	
Knowledge and experience of one to one interventions and facilitation of group-work principles that create safe spaces and ability to engage with women in a range of settings	✓	
Working knowledge and understanding of Adult and Child Safeguarding legislations, policies and procedures	✓	
Ability to negotiate and advocate effectively for and with women, and to influence decisions and outcomes	✓	
Ability to use initiative, patience and perseverance to help resolve problems	✓	
Understanding of Psychologically Informed Environments (PIE) and Trauma Informed Care (TIC)		✓
Knowledge of welfare rights and benefits system		✓
Knowledge of working with multi-agency partners to improve client outcomes.	✓	
Experience of recording and monitoring support work, data entry and contributing to project reports with case studies	✓	
Understanding of equality and diversity	✓	
<b>Skills:</b>		
Ability to plan, prioritise and work under own initiative and meet deadlines	✓	
Strong interpersonal communication skills and experience, with a compassionate, friendly, and confident approach and the ability to relate to people from a range of backgrounds, who may have experienced trauma and who have complex needs and difficult life situations	✓	
Person centred, approachable, and adaptable with the ability to be calm, sensitive and solution focused when dealing with difficult situations	✓	

Non-judgemental and inclusive with a demonstrable commitment to and understanding of equality, diversity and inclusion	J	
A flexible attitude with the ability to respond in the moment, think on your feet, and have a positive and constructive attitude to problem solving using creativity and enthusiasm with positivity and solutions-focused	J	
Ability to work effectively, collaboratively and constructively as part of a team, motivating colleagues, contributing ideas and solutions and supporting colleagues in the team as required	J	
Able to recognise your own limits and boundaries and reflect constructively around opportunities and challenges within the role.	J	
Able to seek support where required and commitment to attend training and team meetings as part of your own personal development.	J	
Ability to work flexibly, including being available for on-call support on a rota at evenings and weekends	J	
Excellent interpersonal, communication, active listening and presentation skills, with an ability to relate to a wide range of audiences, including telephone manner and emails	J	
Ability to multi task and act under pressure.	J	
Attend training opportunities as identified as part of your professional and personal development	J	
Attend and constructively participate in regular support and supervision, reviews and appraisals	J	
Attend staff meetings, away days and wellbeing activities	J	
Creativity and enthusiasm with a positive and solutions-focused attitude	J	
ICT literate and familiar with a range of basic software packages.	J	