

POST TITLE:	City Resettlement Practitioner
1 BASE	Leicester
2 SALARY	£26,421 per annum (pro rata)
3 CONTRACT	Until 31 March 2027
4 HOURS OF WORK	35 hours per week
5 MAIN PURPOSE	To act as the single point of contact for clients, and their children, once they leave the refuge, providing dedicated support, when resettling in Leicester City.

6 Key Responsibilities

- **Service Delivery:** This involves work with clients and their children affected by domestic abuse.
- **Service Development:** This involves assisting in the evaluation, quality assurance and future development of services.
- **Organisational Responsibilities.** This includes all duties that ensure the safety, and effectiveness of the services, and broader responsibilities that contribute to the development of WALL.

7 Service Delivery

- 7.1 To assess the needs of the clients and review existing support plans, including health and wellbeing needs.
- 7.2 Support clients and their children in accessing broader services, including housing, benefits, and education.
- 7.3 Identify where children, young people and vulnerable adults are at potential risk and follow Safeguarding Procedures.

8 Service Development

- 8.1 To assist in the promotion of WALL training and other events.
- 8.2 To undertake all monitoring and report regularly on progress, including writing regular updates.
- 8.3 To assist in identifying gaps in service provision and developing approaches to fill such gaps.

8.4 To liaise closely with local partners, agencies, and key funders.

9 Organisational Responsibilities

9.1 To act in accordance with the policies and practices of WALL. In particular to maintain the strict confidentiality of the Refuges.

9.2 To act in a fair and supportive way and positively promote equal opportunities and eradicate discrimination.

9.3 To work in a safe and responsible way ensuring that safety procedures are followed and that you do not endanger yourself, your colleagues or clients.

9.4 To be punctual and to minimise absence from work.

9.5 To attend regular team meetings.

10 Other duties commensurate with responsibilities

10.1 To attend all supervision, staff meetings and training days.

10.2 To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with general level of responsibility of this role.

11 Line Management relationship

Post holder will be line managed by the Safe Accommodation Practitioner.

PERSON SPECIFICATION:
City Resettlement Practitioner

Category	Essential Requirements	Desirable Requirements	Method of Assessment
<u>Qualifications</u>	Good standard of general education	A recognised social work/housing/legal/ counselling or other relevant qualification First Aid qualification	Application Form & copies of certificates taken
<u>Experience</u>	<p>Experience of working with vulnerable adults and children</p> <p>Experience of working in a refuge, supported accommodation or hostel</p> <p>Experience of working in a multi-cultural context</p> <p>Experience of planning and evaluating own work</p> <p>Experience of following and implementing safeguarding policies and procedures</p>	<p>Experience of working in the voluntary sector</p> <p>Experience of supporting volunteers</p> <p>Experience of liaising effectively with other organisations and agencies</p>	<p>Application Form, Interview and References</p> <p>Application Form, Interview and References</p> <p>Application Form, Interview and References</p> <p>Application Form, Interview and References</p> <p>Application Form, Interview and References</p>
<u>Knowledge and Skills</u>	An understanding of domestic violence as it affects both adults and children	Ability to speak a second language	Interview/References

	<p>Ability to organise, plan evaluate own work</p>		<p>Interview/References</p>
	<p>Able to empathise and communicate well</p>		<p>Interview/References</p>
	<p>Working knowledge of equality and diversity</p>		<p>Interview/References</p>
	<p>Ability to assess needs, and provide support</p>		<p>Interview/References</p>
	<p>Good administrative skills, including ability to write reports</p>		<p>Interview/References</p>
	<p>Working knowledge of ICT, including ability to input data and use email</p>		<p>Interview/References</p>
	<p>Ability to maintain confidentiality, in particular to maintain the strict confidentiality of the addresses of refuge / accommodation & all matters relating to the residents and their children</p>		<p>Interview/References</p>
	<p>Ability to work in a non-discriminative way, and promote equality of opportunity</p>		<p>Interview/References</p>
	<p>Able to work on own initiative and as part of a team</p>		<p>Interview/References</p>

<p><u>Personal Attributes</u></p>	<p>Ability to work under pressure and cope with the stress of others</p> <p>Reliable and a good timekeeper</p>		<p>References</p>
<p><u>Other Requirements</u></p>	<p>These posts are exempt from the Rehabilitation of Offenders Act 1976 under (Exemption Amendments Order 1986)</p> <p>Able to work to Policies and Procedures</p> <p>Willingness to study for professional qualification</p> <p>Available to work regular evenings and occasional weekends</p> <p>A willingness to be flexible and adapt to changing needs</p> <p>Driving licence and access to own vehicle</p>		<p>DBS Application</p> <p>ID Documents</p> <p>References</p> <p>References</p> <p>References</p> <p>References</p> <p>Interview/ID Documents</p>