 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
Job Title	Safe Accommodation Support Officer		
Service	Economy and Housing	Team	Housing Needs and Options
Location	Shute End / Community Based		
Reports to	Housing and Domestic Abuse Specialist		
Responsible for	N/A		
Grade	Type of position:		Date
6	Fixed Term Contract 12 months  Part Time 25 hours		May 2025
This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.			
<b><u>Service Purpose</u></b>			
To support the Council's strategic and operational objectives in relation to the delivery of services to residents who are in housing need, homeless or threatened with homelessness due to domestic abuse.			
<b><u>Purpose of the role</u></b>			
To support the delivery of the Home Refuge Service and other safe accommodation housing options which will prevent homelessness for victim survivors of domestic abuse. To ensure that the Home Refuge Service and other safe accommodation housing are delivered in line with legislation and best practice.			
<b><u>Main Accountabilities</u></b>			
1.	To be the lead officer for the Home Refugee Scheme, completing a triage for all referrals received into the scheme and assessing suitability of home refuge referrals; to contact referring agencies to gather additional information and to ensure that referrals are triaged within service delivery timeframes. To provide information and guidance to professionals about the Home Refugee Scheme.		
2.	To liaise with victim survivors of domestic abuse and attend the homes of victim survivors of domestic abuse to complete target hardening assessments; to ensure that risk assessments are completed and to make safeguarding referrals as appropriate.		

3.	To liaise with landlords and external partners to secure installation of security measures; to promote the use of the Home Refugee Scheme with landlords and external partners and ensuring that all parties understand benefits of scheme and how safety measures work in properties.
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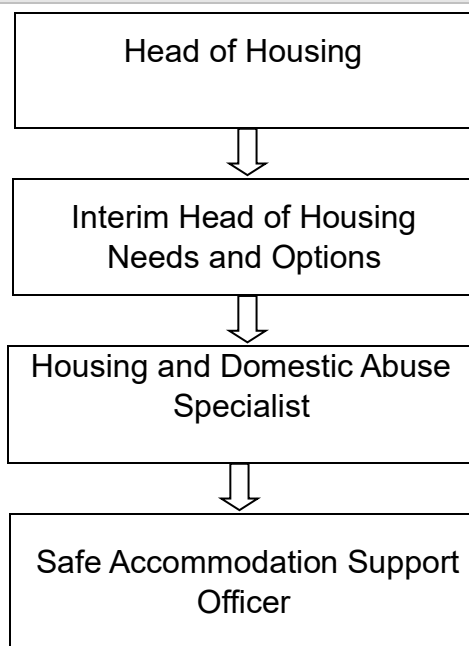
4.	To use case management systems to record accurate notes and monitor progress of referrals; to work closely with Housing Needs and Options Service and Housing Management Service to ensure that case notes are updated and risk assessments completed which will enable the safe delivery of the Home Refugee Scheme.
6.	Facilitate and signpost to a range of effective interventions to support victim survivors of domestic abuse in their personal, social and emotional well-being and risk management.
7.	Work with other statutory and voluntary organisations to promote the Home Refugee Scheme and other safe accommodation options that are available for victims and survivors of domestic abuse
8.	Monitor the Home Refuge inbox and respond to communication effectively; to ensure that home visits and appointments are booked in efficiently and that Caution list and risk assessments are viewed for each booking.
9.	Support with collecting and updating Home Refugee Scheme monitoring data and to support with collating this data for Government returns and performance monitoring.
10.	Assist with managing stock for the Home Refugee Scheme; carrying out regular audits of equipment and to submit orders for new stock when required.
11.	To promote homelessness prevention through successful delivery of the Home Refugee Scheme and other safe accommodation options, to ensure that the Home Refugee Scheme is used to prevent homelessness when it is safe for victims and survivors of domestic abuse to remain in their home; to understand when risk are too high and to refer onto the Homelessness Prevention Team and other safeguarding agencies.
12.	To Comply with the Domestic Abuse 2021 and the Homelessness Reduction Act 2017; to also adhere to best practices with regards t and Domestic Abuse Housing Alliance (DAHA) accreditation.
13.	Adhere to safeguarding policies and procedures and to promote the use of DASH risk assessments.
14.	Actively participate in steering groups on safe accommodation options within the borough and to support the delivery of other safe accommodation options as they become operational.
15.	Assist the Housing and Domestic Abuse Specialist with appropriate tasks relating to safe accommodation and Domestic Abuse Housing Alliance (DAHA) accreditation.
16.	Any other duties as required that are commensurate with the grade

<b>Supervision Received</b>	This post will report directly to the Housing and Domestic Abuse Specialist and follow general supervision guidance.
<b>Supervision Given</b>	The post has no supervision responsibilities but would be expected to support the wider team in understanding and supporting working with victims and survivors of domestic abuse.
<b>Contacts &amp; Working Relationships</b>	The post holder will need to have the ability to work across many different areas of the council and ability to liaise effectively with statutory and voluntary partners.
<b>Management of resources or budget</b>	Nil
<b>Special Factors</b>	Ability to travel to a variety of locations in borough and have access to a vehicle and holder of a driving licence, Enhanced DBS will be required to undertake this role.

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### Organisation Chart



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### Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
	Educated to GCSE grade 4 (standard pass) or above in English and Maths or equivalent.	
	Relevant qualification, or equivalent experience in a Housing-related subject or job role	
Experience	Essential	Desirable

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	Experience of working with vulnerable persons with complex needs, such as individuals facing mental health issues, substance abuse, domestic violence, or other challenges	
	Previous experience in a front-line housing service	

	Previous experiencing in working with or alongside safeguarding services	
		Experience of supporting the delivery of Home Refugee Scheme or equivalent or with working professionally with domestic abuse victim survivors in the community
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
	Knowledge of Domestic Abuse Act 2021	Knowledge of Homelessness Reduction Act 2017  Knowledge of the Housing Act 1996
	Knowledge of the current national and regional policies and initiatives around working with domestic abuse victim survivors i.e. safeguarding, work with the police.	
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
	Competent in use of IT and of Microsoft suite of products – Word, Excel and Outlook	
	Good written and verbal communication skills.	
	Good planning and organisational skills, and ability to manage own workload to achieve desired outcomes	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
	Hold a valid driving license	

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	Daily access to a vehicle	
	Enhanced DBS	
<b>Completed by:</b>	Tanya Pellew and Danielle Willmott	<b>Date: 20/05/2025</b>

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