

Job Description

Role Title	Resettlement Worker
Team	Resettlement
Reports to (role title)	Refuge Manager
Location	West Cornwall, with travel across the county
Hours of work	30 per week Monday, Tuesday, Thursday, Friday 9am – 4:30pm
Salary	£20,982 to £22,620 per annum £25,878 to £27,898 FTE (37 hours per week)
Closing date	5pm, Friday 25 th September

Role Purpose:

West Cornwall Women's Aid (WCWAid) are seeking a compassionate and dedicated professional to support women to achieve safe, sustainable independent living. Through a trauma-informed approach, the Resettlement Worker will build on the tenancy readiness work already undertaken by Refuge Workers during a woman's stay in refuge, providing continued support as women move into temporary or long-term accommodation. The role focuses on helping women secure appropriate housing, strengthen the skills and confidence needed for independent living, and successfully sustain tenancies, empowering them to rebuild their lives while maintaining their safety, wellbeing and independence.

Accountabilities:

Service Delivery & Direct Support

- Provide emotional well-being and practical support to help women navigate the transition from life in refuge to move-on accommodation, including temporary and long-term
- Continue and build upon tenancy readiness work initiated by Refuge Workers, ensuring a seamless transition from refuge support into resettlement support and enabling women to progress towards safe, sustainable independent living.

- Work collaboratively with women to identify their support needs and set achievable goals by developing a personalised support plan with actionable tasks.
- Act as keyworker, liaising with other agencies and organisations to advocate, safeguard and promote service users interests.
- Continue to support women through their Domestic Abuse housing pathway to support them in securing appropriate accommodation
- Support women to complete applications to obtain appropriate grants and funding, including Crisis and Care.
- Provide empathetic support to women navigating the emotional challenges of relocating, including those moving into temporary accommodation, offering a compassionate space to address the added stress and uncertainty that comes with such transitions
- Assist women in setting up and moving into their new accommodation, empowering them to take the lead in securing essential facilities and furnishings by supporting them through tasks such as contacting utility providers and sourcing furniture from local charitable organisations like GOFA.
- Support women to move into new accommodation, within reason, including helping to organise transportation of belongings
- Support women in developing essential life management skills, such as budgeting, household organisation, and daily living routines, to help them maintain stable tenancy and independent living.
- Signpost and encourage women to engage in local social groups, volunteer schemes, and community activities, supporting them to build social connections and feel integrated in their new community.
- Support women in maintaining their physical and mental well-being by assisting them with GP registration, signposting to local health and support services, and promoting self-care practices.
- When women are moving into temporary accommodation, signposting and supporting to access appropriate services such as food banks and transport links
- Provide emotional support and advocacy to women going through civil and criminal proceedings, ensuring women feel informed and empowered throughout the legal process
- Signpost women to available protective legal measures, such as Claire's Law and non-molestation orders

Inter-Team Working & Collaboration

- Work collaboratively with Refuge Workers throughout a woman's refuge stay to contribute to tenancy readiness planning, support achievement of housing-related goals, and ensure continuity of support as women transition from refuge into move-on accommodation
- Coordinate with Children and Young People's Workers to plan and conduct visits and activities, to provide holistic whole family support.

Risk Management & Safety

- Conduct risk assessments and develop safety plans when women move from refuge, continuously promoting their safety through dynamic risk assessments and providing support as they settle into their new homes, including through practical measures.

Monitoring, Evaluation & Service Improvement

- Gather feedback from women throughout their support journey on their experience with WCWAid and the impact of the support received, ensuring this information is communicated to the line manager for service development.
- Administer outcome measurement tools with clients at regular intervals to assess progress, track changes, and ensure support remains responsive to their evolving needs.

Professional Development & Compliance

- Participate in training as directed by the line manager to maintain best practice standards and support ongoing professional development.
- Read, understand, and adhere to WCWAid policies, staying up to date with any changes as instructed by the line manager and ensuring all work is carried out in line with these policies.
- Practice diversity, equity, and inclusion by delivering support that considers women's intersecting characteristics and lived experiences, ensuring an anti-discriminatory and culturally competent approach.
- Attend and actively engage in managerial and clinical supervision sessions as directed by the line manager to ensure best practice, receive guidance, and prioritise personal well-being.
- Attend and actively engage in team meetings, training and events.

Person Specification

Knowledge, skills and experience	Essential /desirable	Assessment Method
Knowledge and understanding of the causes and impact of domestic abuse and sexual violence, including societal factors, gained through lived experience, professional practice, or social awareness	Essential	CV/Application form Interview
Awareness and understanding of financial abuse, including its signs, dynamics, and the long-term impact it can have on individuals' autonomy and well-being	Desirable	Interview
A standard of literacy and numeracy sufficient to	Essential	CV/Application

carry out the duties of the post		form
Experience of assessing and managing risk	Essential	CV/Application form Interview
Experience of working with women who have experienced abuse, or of working with other vulnerable people in challenging circumstances, providing direct emotional, practical and welfare support	Essential	CV/Application form Interview
Knowledge of statutory, regulatory and legal framework of housing legislation and housing options, particularly applicable to the housing provision for women who have experienced domestic abuse	Desirable	CV/Application form Interview
Knowledge of challenges service users may experience alongside their trauma, such as PTSD, neurodivergence, disordered eating, and unhealthy coping mechanisms	Desirable	CV/Application form Interview
Knowledge and understanding of the impact of trauma and the principles of trauma-informed practice	Essential	CV/Application form Interview
Knowledge and experience of safeguarding	Essential	CV/Application form Interview
Knowledge and experience of principles of confidentiality	Essential	CV/Application form Interview
Knowledge and understanding of trauma informed practice	Desirable	CV/Application form Interview
Knowledge of the welfare benefits legislation that apply to women fleeing domestic abuse	Desirable	CV/Application form Interview
Knowledge and understanding of co-production	Desirable	CV/Application form Interview

Behaviours/values	Essential/ desirable	Assessment Method
Ability to build and maintain supportive	Essential	Interview

relationships with service users, who may have complex needs, showing compassion and empathy		
Ability to maintain personal and professional boundaries with service users	Essential	Interview
Ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity	Essential	Interview
Ability to encourage and support autonomy in service users, fostering independence and self-confidence while providing non-judgemental, non-directive and confidential support to women to take control of their lives and set realistic objectives and goals	Essential	Interview
Ability to infer a service user's needs through active listening and asking thoughtful questions, while creating a safe and supportive environment where individuals feel heard and understood, enabling the identification of underlying concerns and the provision of appropriate support and guidance	Essential	Interview
Strong commitment to consistency in appointment-keeping and delivering reliable support to build trust and stability for service users, demonstrating dependability and accountability through regular contact and follow-ups, while recognising the importance of reliability in fostering positive relationships and promoting service user engagement	Essential	Interview
Ability to create and maintain a safe, non-judgmental space where service users feel supported in processing their trauma at their own pace, allowing individuals to express their experiences without pressure to find immediate solutions	Essential	Interview
Ability to recognise that service users may present differently from day to day and may mask their true feelings or experiences, requiring a sensitive and adaptable approach to understanding their needs.	Essential	Interview
Ability to adapt communication style to meet the needs of the service user	Essential	Interview

Ability to be calm and resilient whilst under pressure	Essential	Interview
Ability to use email, Microsoft Office and other relevant IT systems	Essential	CV/Application form
Ability to work as part of a team or alone, within a line management structure	Essential	Interview
Ability to manage time and workload	Essential	Interview
Commitment to promoting and advocating for women's right to full social, economic and political equality	Essential	Interview
Commitment to safeguarding	Essential	Interview
Commitment to the principles of confidentiality	Essential	Interview

Other requirements	Essential/ desirable	Assessment Method
Flexibility to occasionally work outside core hours	Essential	Interview
Own transport (full driving license and access to a vehicle)	Essential	CV/Application form
Ability and willingness to travel across Cornwall	Essential	Interview
Enhanced DBS Check	Essential	Pre-employment
2 Satisfactory references	Essential	Pre-employment
Right to work in the UK	Essential	Pre-employment

WCWAid is committed to equality, diversity and inclusion and welcomes applications from all sections of the community. However, this post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

This post is delivered by WCWAid and commissioned by Cornwall Council. This post is subject to continuation funding.