

Job Description

Job Title:	Housing Practitioner
Responsible to:	Operations & Services Manager
Responsible for:	Delivering intensive housing management within the female domestic abuse house, including referral assessment, bed space allocation, tenancy sustainment, occupancy management and move-on coordination in partnership with the Local Authority and relevant specialist agencies.
Contract:	Permanent
Hours:	25 hours per week
Location:	Telford and Wrekin
Salary:	£18,718.26 per annum
Base:	Domestic Abuse Safe Accommodation

Stay's Vision: To end homelessness, and empower people to rebuild their lives

Stay's Mission: To Prevent the causes of homelessness; to Respond to the immediate needs of those who face homelessness; to Champion the needs of homeless individuals at every opportunity.

Stay's Values: Passion, Integrity, Collaboration, Effective.

Stay is a local homeless charity which has been providing supported housing and services to homeless and vulnerable people for over 30 years. We support over 1,000 people each year.

We work with people in crisis due to rough sleeping, homelessness and the many effects of homelessness. We provide support in our accommodation, in the community or on the streets. We take a person-centred approach enabling people to focus on what they need to achieve in order to overcome the barriers that may have contributed to their homelessness. In our accommodation we provide intensive housing support across numerous bed spaces in Telford and Wrekin, which are a mix of HMOs and self-contained units.

We provide practical advice and support to reduce and prevent the risks of homelessness. We work with other organisations and agencies to enable our tenants and clients to have access to support and prevent rough sleeping. With the right support, at the right time, we know people can realise their dreams and aspirations which makes working at Stay very rewarding.

Job Purpose:

This role will provide intensive housing management within a female domestic abuse house, working with single female residents who have experienced domestic abuse and may also have complex needs. The postholder will work alongside the Local Authority and specialist support services to assess referrals, allocate appropriate bed spaces, oversee safe move-ins, support tenancy sustainment, and coordinate planned move-on from the accommodation.

This will involve a trauma-informed, proactive and responsive approach, working collaboratively with internal teams and external agencies.

KEY RESPONSIBILITIES:

Intensive Housing Management, Allocations and Move-On

- Work alongside the Local Authority and relevant partner agencies to support appropriate referrals, assessments and allocations into the female domestic abuse house.
- Assess suitability for available bed spaces, taking account of risk, safeguarding concerns, support needs and the safety of the wider household.
- Oversee move-ins to the house, ensuring residents understand occupancy expectations, safety arrangements and tenancy-related responsibilities.
- Monitor occupancy, bed space use and voids to ensure the accommodation is used safely and effectively.
- Provide intensive housing management to support tenancy sustainment, including rent-related issues, occupancy conditions, house expectations and prevention of tenancy breaches.
- Support residents to maintain rent payments, address rent-related issues promptly, and liaise with Housing Benefit, Universal Credit housing costs, finance colleagues and relevant partner agencies where required.
- Support the safe and effective day-to-day management of the house, including communal living expectations, reporting repairs, promoting health and safety, and maintaining a safe and respectful living environment.
- Encourage resident involvement, feedback and positive communication within the house, supporting house meetings, conflict resolution and shared understanding of communal living expectations where appropriate.
- Work with the Local Authority and partner agencies to support planned move-on from the house into suitable longer-term accommodation.
- Coordinate planned and unplanned departures, ensuring risks are managed and relevant agencies are informed where appropriate.

Casework, Risk and Tenancy Sustainment

- Manage a caseload of single female residents who have experienced domestic abuse and may have complex needs.
- Conduct comprehensive risk assessments, including DASH and MARAC referrals where appropriate, developing and implementing robust safety plans for residents.
- Provide practical advice to residents to help them understand and meet their tenancy obligations, prevent rent arrears, and avoid breaches of tenancy.
- Respond to and record incidents, antisocial behaviour, breaches of occupancy conditions, safety concerns and emergency issues, ensuring risks are managed and relevant procedures are followed.
- Ensure the role remains focused on intensive housing management, making appropriate referrals to specialist domestic abuse, mental health, substance misuse and other support services rather than providing specialist therapeutic support directly.

Partnership Working, Referrals and Liaison

- Act as a strong advocate for residents, liaising effectively with internal departments and external agencies including police, local authorities, Adult Social Care, safeguarding partners, domestic abuse services, mental health services, drug and alcohol services, benefit agencies, debt advice services, community groups and charities.
- Liaise with the Local Authority and relevant specialist agencies to support residents to access appropriate external support.

- Respond sensitively and effectively to crisis situations, de-escalating where possible and ensuring immediate safety measures are in place for residents.
- Actively participate in multi-agency meetings, including MARAC and MAPPA where appropriate, and contribute to integrated support plans with relevant statutory and specialist services.

Record Keeping, Safeguarding and Service Development

- Maintain accurate, confidential and up-to-date case notes and records using In-Form, producing regular reports on caseload activity and outcomes as required.
- Ensure all records are managed in line with confidentiality, privacy, consent, data sharing and UK GDPR requirements.
- Uphold the highest standards of adult safeguarding, adhering to organisational policies and procedures and reporting concerns to Adult Social Care and other relevant authorities appropriately and promptly.
- Contribute to raising awareness of domestic abuse and vulnerability within the organisation and among residents.
- Contribute to service development, monitoring, evaluation and learning by providing feedback and identifying emerging themes.

General Responsibilities

- Contribute to the charity's strategic objectives and operational plans.
- Maintain professional boundaries and confidentiality at all times, upholding the charity's values and ethos.
- Maintain and enhance internal and external working relationships.
- Adhere to all GDPR requirements and organisational privacy protocols to safeguard the personal data of customers, clients/tenants, and colleagues.
- Be aware of Stay's policies and procedures, ensure they are followed and that good practice is maintained.
- Proactively uphold safeguarding policies and procedures to ensure the safety and wellbeing of vulnerable adults and children, identifying potential risks and following established reporting procedures.
- Participate in team meetings, training, supervision and appraisals as required.
- Ensure that you take care of your own Health and Safety and that of others who may be affected by your actions.
- Ensure that Equality, Diversity and Inclusion is actively promoted in all areas of work and that the services are relevant and accessible to all.
- Undertake any other duties as reasonably required.

Person Specification

Role: Housing Practitioner

Criteria	Essential Criteria	Desirable Criteria
1. Qualifications & Training	• Training in domestic abuse awareness and specialist support, including domestic abuse dynamics, DASH risk assessment, safety planning and supporting survivors. • Training in adult safeguarding, including understanding reporting procedures and professional responsibilities. • Commitment to undertake Designated Safeguarding Training.	• Recognised qualification in housing, social care, domestic abuse support or a related field.
2. Experience	• Proven experience of working with vulnerable single females, particularly those affected by domestic abuse. • Ability to manage a caseload, prioritise work, maintain accurate records and contribute to monitoring and reporting requirements.	• Experience of working within a housing or supported housing setting. • Experience of working with residents with complex needs, including mental health needs, especially where these co-occur with domestic abuse. • Experience of working with residents with drug and alcohol support needs, including understanding the impact of substance misuse and available support pathways. • Experience in providing practical advice around budgeting, debt management and developing independent living skills.
3. Knowledge	• Strong understanding of the dynamics and impact of domestic abuse on adults, including coercive control and different forms of abuse. • Understanding of equality, dignity, inclusion, safeguarding and non-judgemental practice.	• Knowledge of local support networks and resources in Telford and the wider Shropshire area.
4. Skills and abilities	• Strong verbal and written communication skills. • Ability to work independently and collaboratively. • Ability to respond sensitively and effectively to crisis situations and changing resident needs.	

5. Personal attributes	• Compassionate and approachable, with the ability to build positive professional relationships with residents.	
6. Additional requirements	• Enhanced DBS check required for the successful candidate. • Ability to work flexibly across Stay sites and community settings, travel as required, and respond effectively to urgent or changing resident needs.	

This job description is intended as a guide to the main responsibilities of the role and may be reviewed in line with service developments.