

# Job Description and Person Specification

## Temporary Accommodation (TA) Support Officer – Domestic Abuse

A Lambeth to be proud of



**Job Title:** Temporary Accommodation (TA) Support Officer – Domestic Abuse

**Grade:** SO2

**Department:** Housing Needs

**Division:** Housing Solutions

**Business Unit:** Prevention

**Reports to:** Prevention Team Manager

**Responsible for:** None

### **Job Purpose**

To provide trauma-informed support to households in Temporary Accommodation (TA) who are at risk due to domestic abuse (DA), ensuring their safety, stability, and access to appropriate housing solutions while minimising repeat homelessness.

### **Responsibilities**

1. Support homeless households fleeing domestic abuse to settle safely into Temporary Accommodation, with a focus on reducing the risk of perpetrators locating them.
2. Provide practical advice and support on safety, confidentiality, and maintaining location security within TA and act as a consistent point of contact to stabilise placements and prevent avoidable moves during the initial placement period as well as when the safety of a placement is compromised.
3. Work closely with relevant partners and stakeholders such as Temporary Accommodation, Allocations, DA services, and safeguarding partners to ensure placements are appropriate to assessed risk.
4. Hold a portfolio of cases, maintaining and updating casework systems, and to represent cases as the casework lead at meetings such as MARAC and the Temporary Accommodation Panel.
5. Provide ongoing casework support and safety planning to households in TA where domestic abuse risks arise or escalate.
6. Carry out risk assessments and contribute to safety planning in partnership with specialist DA services. e.g. MARAC, SEHP, DRIVE, VAWG
7. Support the implementation of in-situ safety and sanctuary measures at the TA address where appropriate, including liaison with landlords, repairs teams, and external providers.
8. Ensure safeguarding concerns are identified promptly and escalated in line with local procedures.

9. Where a household cannot safely remain in existing TA due to domestic abuse, lead on coordinating next steps to support safe relocation.
10. Update Housing Needs Assessments (HNA) to reflect changes in risk, circumstances, and housing need.
11. Identify suitable safe areas and discuss realistic housing options with households, including alternative TA placements, making or supporting presentations to another local authority, exploring Private Rented Sector (PRS) options, and supporting access to longer-term settled accommodation where possible.
12. Provide practical and emotional support throughout the resettlement process to minimise trauma and repeat displacement.
13. Work collaboratively with internal teams (TA team, TA providers, Safeguarding, Children's and adult Services) and internal and external partners (DA services, Police, Health, support agencies). And any other services working with the victim/survivor.
14. Advocate on behalf of households to ensure their housing and safety needs are understood and prioritised. Contribute to multi-agency meetings, MARACs (where appropriate), and case discussions. To support the attendance of housing at MARAC, SEHP, DRIVE, VAWG forum and any other meetings appropriate to the role.
15. Undertake the role the in line with DAHA gold accredited status.
16. Maintain accurate, timely, and confidential case records in line with data protection and safeguarding requirements. Monitor outcomes for households supported, including repeat moves, safety outcomes, and housing stability. Contribute to service improvement by identifying gaps, risks, and learning from cases.
17. Maintain and provide statistical case related-information as required.

## PERSON SPECIFICATION

### Temporary Accommodation (TA) Support Officer – Domestic Abuse (SO2)

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<p><b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b></p>			
<b>Qualification</b>	<b>Q1</b>	A Level or equivalent	✓A
	<b>Q2</b>	IDVA Independent Domestic Violence Advocate	
<b>Key Knowledge</b>	<b>K1</b>	Knowledge of homelessness legislation, the main housing options and housing pathways, and the key issues relating to temporary accommodation.	✓A
	<b>K2</b>	Strong understanding of DA dynamics, safeguarding, and trauma-informed practice and ability to manage complex and sensitive cases with professionalism and empathy	✓A
	<b>K3</b>	Ability to carry out risk assessments and safety planning.	✓A
	<b>K4</b>	Excellent communication, partnership working, and advocacy skills.	✓A
<b>Relevant Experience</b>	<b>E1</b>	Experience working with people affected by domestic abuse and homelessness, or housing insecurity or similar groups in a service role .	✓A
	<b>E2</b>	Experience of conducting risk assessments, safety planning, and managing safeguarding concerns in partnership with multi-agency services, including DA specialists, police, health, and children’s/adult services.	✓A
	<b>E3</b>	Experience supporting vulnerable households with complex needs, providing trauma-informed practical and emotional support, and coordinating housing or support interventions that minimise repeat homelessness and maximise safety	A

<p><b>Core Values and Behaviours</b></p>		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that</li> </ul>	

		<p>impact on them, working together to find solutions.</p>	
		<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives.</li> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> </ul>	

		<ul style="list-style-type: none"><li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li><li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li><li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li></ul>	
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