



Stonewall Housing is a charitable housing association which has provided housing support and advice for lesbian, gay, bisexual and trans people as well those who identify as another sexual/gender minority (LGBT+). We have been supporting our communities for over 35 years. Our Housing Team provides supported housing for young LGBT+ people and our Advice Team provides free confidential housing advice to LGBT+ people of all ages. We also research and lobby at a strategic level on the housing issues affecting our communities. At the heart of our work is the aim to help people find a home they feel safe and secure in.

**CASE WORKER (Domestic Abuse and Young People) – FULL TIME (35 hpw)**  
Salary £28,837 (Incl. ILW) (*Fixed Term Contract until the end of March 2020*)

We are currently looking for an experienced Case Worker to provide advice, support to LGBT+ young people and LGBT+ survivors of domestic violence. Ideally you will have experience of providing advocacy to homeless people, and with people who are or have been the victim of domestic abuse. You will also have experience of supporting young lesbian, gay, bisexual and trans people and those who identify as another sexual/gender minority (LGBT+) who have faced LGBT discrimination, violence or hate crime. This post is funded by London Councils as part of the LGBT Jigsaw and the London Youth Gateway (50%) and the LGBT Domestic Abuse Partnership (50%).

If you would like an informal discussion about this post please call Michael Nastari on 020 7359 6242  
Stonewall Housing provides 30 days annual leave, flexible working hours and operates a work-life balance policy for staff, and an employee assistance programme.  
Stonewall Housing is committed to Equal Opportunities in all areas of our work.

**Closing date: 2345hrs Sunday 7th April**  
**Interviews: Thursday 11<sup>th</sup> April**

Submit applications to [info@stonewallhousing.org](mailto:info@stonewallhousing.org)



## **Background Information**

### **HISTORY**

Stonewall Housing was set up in 1983 as the first Housing Association aimed exclusively at meeting the needs of lesbians and gay men. An initiative from within the lesbian and gay movement, the idea of founding Stonewall Housing found enthusiastic support from the Greater London Council's pioneering Lesbian and Gay Sub-Committee. The GLC provided initial start-up funding and Stonewall Housing's first residential project opened in Islington in spring 1986.

Stonewall Housing remains the only housing association in London wholly dedicated to serving lesbian, gay, bisexual, trans and other gender/sexual identity minority (LGBT+) people.

### **OBJECTIVES**

The aims of Stonewall Housing are:

- to provide temporary, supported housing for young (i.e. 16-25 year old) LGBT+ people and support for LGBT +people in a range of accommodation types
- to provide a housing advice, referrals and advocacy service to the wider LGBT+ communities
- to act as a central resource for housing options available to LGBT+ people
- to research and promote awareness of the housing issues affecting LGBT+ people
- to work together with other organisations in order to provide an integrated and comprehensive service to our users

### **ORGANISATIONAL MANAGEMENT AND STRUCTURE**

- Stonewall Housing is a Charitable Housing Association registered under the Cooperative and Community Benefit Societies Act 2014.
- A voluntary Board of Trustees is elected each year and is responsible for overall supervision and direction of the organisation and maintaining management standards.
- The Committee meets every two months.
- The central office is in Islington, north London.
- Stonewall Housing has no formal connection with the Stonewall Lobbying Group.

### **SUPPORTED HOUSING**

Stonewall Housing provides temporary shared accommodation for LGBT+ people. We act as the support provider for 4 housing associations that own the houses. We provide support expertise and experience in working with our particular client group.

At present Stonewall Housing manages six houses, mainly arranged in cluster flats for 2-3 people housing 36 young people. They are situated in the London Boroughs of Hackney, Islington, Haringey and Newham. We also deliver support 2 houses for people over 25, one trans specific and one mixed, developed with St. Mungo's in Newham.

## **ADVICE SERVICE**

Since its early days, Stonewall Housing has received requests for advice and information about housing opportunities for LGBT people. This has been developed into a second core service with a team of dedicated workers.

The Advice Service receives around 1000 enquires by email, phone, post or in person each year. We run a daily telephone Helpline as well as weekly and monthly advice surgeries located in different parts of London. The Advice Team offers housing advice, information and advocacy. We provide specialist support to those whose sexual orientation or gender identity is connected with their housing difficulties, for example as a result of harassment, succession following bereavement or relationship breakdown. The majority of advocacy cases where our advisers take on longer-term work with individuals are concerned with harassment and/or abuse.

Our advice services include partnership projects LGBT Jigsaw and Domestic Abuse Partnership with other LGBT charities. LGBT Jigsaw is now a part of the wider London Youth Gateway, lead by New Horizons.

## **OTHER PROJECTS**

Stonewall Housing also hosts the Older LGBT Housing Group which aims to bring LGBT+ people together with providers to improve current services and scope the potential of developing new solutions to meet the housing needs of the LGBT+ communities.

Stonewall Housing also offers advice and training to other housing providers around various LGBT+ housing issues and we sit on a number of boards to influence decision makers to deliver new solutions to meet the housing needs of our communities.

## **THE NATIONAL LGBT DOMESTIC ABUSE CASEWORK AND INTER AGENCY SUPPORT SERVICE**

This role is funded under the National LGBT Domestic Abuse Casework and Inter Agency Support Service. This innovative project, led by Galop, aims to increase the number of LGBT+ survivors of domestic violence receiving help and support, particularly in areas of the country where there are no LGBT+ DVA services. The aim is also to work with voluntary and statutory organisations across England and Wales to improve the infrastructure and support for reporting of LGBT DVA by improving the availability DVA reporting / help-seeking opportunities for LGBT victims and remove barriers for LGBT+ people to access services.

<b>JOB DESCRIPTION: LGBT DOMESTIC ABUSE CASE WORKER</b>
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**Job Title:** Case Worker (35hrs - 17.5 young people & 17.5 domestic abuse)

**Department:** Advice Service

**Reporting to:** Director of Services

**Responsible for:** Delivery of direct advice and support services to young LGBT+ people and LGBT+ people who are or have experienced domestic abuse.

**Salary:** £28,837 (Incl. ILW) (*Fixed Term Contract 1 yr*)

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### **General purpose of the job**

- To work in partnership to develop and deliver best practice model with LGBT+ Londoners.
- To provide a proactive advice and support service to LGBT+ young people and LGBT+ survivors of domestic violence to keep them safe.
- Assess the level of risk a user is facing and deliver a service appropriate to that level offering a high quality service
- Work within a multi-agency framework.
- Work with users and other agencies and monitor any support package alongside your service users.

### **Main Duties and Responsibilities**

#### **Information, Advice and Support**

- To provide advice and support to LGBT+ young people and survivors of domestic violence to keep them and their families safe, via online, telephone and face-to-face support.
- To assist in the development of LGBT+ through the offer of online, telephone and face-to-face advice and support.
- To risk assess and deliver service in keeping with the level of risk.
- To explain housing, civil and criminal legal options to service users.
- To work with partners to carry out safety planning with clients to secure practical safety measures.
- Refer on and arrange meetings with other agencies/services as necessary, for instance, refuge projects, solicitors, welfare advice services, etc.

#### **Case work and Advocacy**

- Manage a caseload, including users who require continuing advice, support and advocacy.
- Maintain and update case records.
- Follow procedures and protocols with other services so that the safety of the user is kept central to any process.
- Keep other relevant agencies informed about important changes in a service user's situation.
- To assist the user to identify and secure appropriate accommodation or referral pathways.
- To provide excellent written and verbal advocacy skills to local authorities and other

parties in order to achieve appropriate outcomes for service users.

- Participate in MARAC framework attending meetings and completing actions as agreed.

### **Information and Knowledge**

- To acquire and maintain knowledge of housing options for users, including short and long-term options, in the private, voluntary and statutory sectors.
- To acquire and maintain knowledge of housing legislation and other issues that may affect clients.
- To ensure that information relating to housing and domestic abuse rights and options, and to other housing agencies and providers is kept up to date.
- To understand the legal framework relating to the protection of children including the policy and procedures of the Local Safeguarding Children's Board
- To identify and attend relevant forums and working groups set up to look at issues centred on domestic abuse and to promote the needs of LGBT people in this context.
- To report to colleagues and the Senior Management Team any developments and consultation processes being conducted on a local level or by central government or other bodies, relating to the issues of domestic abuse.
- To attend and participate fully in project front line worker meetings.
- To monitor and be responsible for reporting difficulties clients are having or trends in client reporting to the Director of Services and contribute to efforts to improve procedures and services.
- To note and feedback to other agencies any consistent difficulties users are having accessing services.
- To participate in the continuing improvement in the delivery of Stonewall Housing's domestic abuse services through research and sharing good practice.

### **Monitoring and Administration**

- To ensure that monitoring systems are maintained and details entered are accurate and up to date.
- To ensure that monitoring procedures are followed and that monitoring is completed as a priority.
- To provide casework monitoring details as requested by line manager.
- To complete the terms of any monitoring that may be required by our funders in time with deadlines.

### **Liaison**

- To work with other Stonewall Housing staff on maintaining and developing referral opportunities, through liaison with other service providers.
- To attend meetings with other agencies and organisations as appropriate and as agreed by line manager.

### **Health & Safety**

- Have awareness of the steps needed to keep safe whilst in the workplace.
- Observe all Health & Safety rules and procedures as laid down and attend all relevant training courses as required.

### **General Duties**

- To participate in office cover duties.
- To participate in the induction of new workers.

- To act at all times in the best interests of Stonewall Housing Association and its service users.
- To undertake appropriate training as identified by line manager.
- To participate in individual supervision and appraisal meetings in line with the organisation's policy.
- To attend internal and external meetings as required by the Line Manager.
- To act in accordance with the organisation's Diversity Policy, Code of Conduct and all other organisational policies and procedures which may be in force.
- To carry out any other duties as may from time to time be reasonably required.

**PERSON SPECIFICATION:  
LGBT Domestic Abuse Case Worker**

**ESSENTIAL**

**1. EXPERIENCE**

2. Experience of working providing advocacy to homeless people.
3. Experience of working with people who have or are have been the victim of domestic abuse.
4. Experience of working with people who have experienced trauma
5. Experience of supporting lesbian, gay, bisexual and trans people and those who identify as another sexual/gender minority (LGBT+) who have faced LGBT discrimination, violence or hate crime

**2. KNOWLEDGE**

1. Knowledge and understanding of the causes and effects of homelessness, particularly in relation to LGBT+ people.
2. Knowledge regarding LGBT domestic violence and its impact on the survivors (including children)
3. Knowledge of the current benefits available to single people.
4. Knowledge regarding housing legislation and housing options for people fleeing domestic abuse.

**3. SKILLS AND ABILITIES**

1. Excellent recording and reporting skills to accurately reflect work.
2. Excellent written and verbal communication skills.
3. Ability to work closely with other agencies.

**4. ATTITUDES AND PERSONAL QUALITIES**

1. A commitment to equal opportunities in all aspects of the work.
2. A commitment to the aims, values and beliefs of the organisation.
3. Ability to empathise with vulnerable LGBT+ people.

**DESIRABLE**

**1. EXPERIENCE**

1. Experience of working with LGBT survivors of domestic violence

**2. KNOWLEDGE**

1. Violence against women and girls sector knowledge
2. Regarding destitution and the rights of people with no recourse to public funds.



## **Staff Benefits**

Stonewall Housing values its team, and has developed the following package of benefits for staff members:

- ✓ 30 days annual leave
- ✓ Pension-auto enrolment scheme
- ✓ A Work-Life Balance Policy with flexible working
- ✓ 24-hour Employee Assistance Support
- ✓ Study leave





## **Equal Opportunities Statement**

### **Statement of Intent**

Stonewall Housing recognises that certain groups and individuals are discriminated against as a result of their race, gender, gender identity, sexual orientation, age, physical abilities, immigration status, class, HIV status, caring responsibilities, marital status, religion and cultural or ethnic origins.

We recognise that discrimination can be direct (e.g. offensive language, actual or threatened violence, policies or practices which explicitly disadvantage one group with respect to another, use of offensive imagery such as posters, badges etc) or indirect (e.g. policies or practices which in effect, if not intent, disadvantage one group with respect to another) and can occur at personal, organisational and institutional levels.

Stonewall Housing strongly believes that such discrimination is wrong and is wholly committed to ensuring that its policies and practices provide equal opportunities for all in its roles as both a service provider and an employer.

### **Stonewall Housing as a lesbian, gay, bisexual and trans (LGBT+) organisation.**

Stonewall Housing exists as a means of recognising and tackling the specific experiences of lesbian, gay, bisexual and trans people as well those who identify as another sexual/gender minority (LGBT+) in the housing market. We are committed to tackling heterosexism and cisgenderism, which we define as the discrimination resulting from the belief that heterosexuality and cisgenderism are the only correct or valid sexuality or gender identity and which leads to the marginalisation and dismissal of the specific experiences and needs of LGBT+ people. We are committed to tackling homophobia, biphobia and transphobia, which we define as the fear and/or hatred of LGBT+ people, often resulting in discrimination, prejudice, and abuse (verbal, physical or sexual).

Stonewall Housing is a safe and supportive environment for LGBT+ people, and a means of obtaining positive peer support in terms of sexuality and gender orientation.

All residents/service users should identify as LGBT+ on entry to the project/service.

Identification as LGBT+ is an essential criteria for Management Committee members and volunteers, and a direct understanding/experience of the discrimination faced by LGBT+ people is an essential criteria for staff members.