**Job Description:**

**JOB TITLE**:

**Support Worker – Refuge Specialist (Female)**

*This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

**Working Hours:** 37.5 per week

*The Portsmouth Service is staffed 9am-9pm Monday to Friday and 10am-6pm Saturdays and Sundays. Staff will work evenings and weekends on a rota basis and provide an ‘on call’ service to deal with any emergencies out of service hours.*

**Term: This is a full time role that, due to project needs, will be based in Portsmouth until 31/3/2020.  Thereafter, the role may be based elsewhere in Hampshire in either a refuge or outreach capacity subject to organisational needs.**

**Salary:** £21,121 per annum

***Workers should be “violence free in their own lives.”***

***Applicants are asked not to put themselves forward for selection if this is not the case.***

**MAIN PURPOSE AND SCOPE OF THE JOB**

* To provide holistic support, advice and assistance to women and their children who have experienced domestic abuse and are staying in the refuge.
* The post-holder will work to empower and support women and children to make positive choices.
* To provide resettlement services to support women and children to move on from refuge accommodation.
* To ensure that all paperwork is completed accurately and promptly including license agreements, applications for benefits, collecting of rent and service charges etc.
* To facilitate group work in the community, refuge and schools to victims/survivors to support them to move on from domestic abuse. Also deliver preventative group work to increase awareness of domestic abuse and healthy relationships.
* The work will focus on preventing domestic abuse by providing support and facilitating safe space for victims and survivors of domestic abuse, peer support networks in the community and supporting women and men to keep safe in and maintain their current or new accommodation.
* The Portsmouth Service operates as one team, and all staff are responsible for taking referrals for refuge, outreach and group work, completing risk assessments, offering immediate support and advice to clients or people contacting the service, welcoming families into refuge and completing relevant paperwork, and ensuring the smooth running of the service. This will include providing cover when required for absent colleagues to ensure that the core functions of the service are delivered and responding to changing demand in service provision, e.g. a refuge based worker may be required to work with Outreach clients (and vice versa), deliver group work in the community, refuge or schools, deliver play sessions etc.

**POSITION IN ORGANISATION**

**Reports To:** **Senior Support Worker/Service Manager**

**Responsible For:** Monitoring and evaluation of service

**Budget Responsibilities:** N/A

**Hours:** 37.5 hours per week; this will include evening work and weekend work on a rota basis

**Location:** Stop Domestic Abuse currently has refuges in East Hampshire, Aldershot, Fareham, Gosport, Havan, Basingstoke, Winchester, Eastleigh, New Forest and Portsmouth. The post-holder may be based at more than one site.

**DUTIES AND KEY RESPONSIBILITIES**

**Supporting adults**

1. To ensure that the needs of the women and children living in the refuge are met. This will be done by:

* Providing one-to-one services including safety planning
* Completing Individual Support Plans for women and children, and regularly meeting with clients to update these
* Supporting children and young people to access and maintain education
* Supporting families to be free from domestic abuse
* Providing advocacy and support.
* Providing holiday activities
* Providing group work
* Providing parenting and family support
* Working in partnership with Social Services, Education, Health etc to ensure that women and children using our services have the best possible support and opportunities
* Signposting parents to services available to support them.
* Welcoming women and their children into the refuge and providing them with support to meet their practical and emotional needs
* Supporting other agencies to provide improved responses to domestic abuse and sexual abuse

1. To ensure that a high standard of information, advice and temporary accommodation is provided for women, children young people and men who have suffered domestic abuse.
2. To ensure that the needs of the families living in the refuge are met.
3. To assist with the smooth running of the refuge on a day-to-day basis including ensuring the building is maintained in good order and meets the requirements of health and safety.
4. When necessary to escort clients attending court, to the Job Centre or local authority appointments, and on occasion accompanying women back to their home with a police escort to collect belongings.
5. When the refuge is full to find alternative accommodation for women, children, young people and men.
6. To provide group work for residents, former residents and women living in the community to provide them with on-going advice and support and to enable them to establish and maintain contact with other women who have survived domestic abuse.
7. To provide advice by telephone and face to face to assist victims/survivors experiencing domestic abuse to understand the services available and make choices about their own future.
8. Contribute to promoting victim’s safety by supporting clients to construct a realistic safety plan. Whilst the needs of the non-abusive partner and children are often similar this is not always the case: the safety of children will always be paramount.
9. To work in partnership with individual mothers in the refuge regarding particular needs of their children. To provide support to women in promoting the mother/child relationship
10. To ensure that rent payments are collected promptly, properly receipted and secured in the safe. To maintain appropriate records and housing benefit, on behalf of residents. To notify the Senior Support Worker of any resident’s failure to pay charges.
11. To provide resettlement support and to support the client to move on from refuge accommodation.
12. Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation, and help them regain control of their lives.
13. To work as part of the Stop Domestic Abuse staff team providing an expert service dedicated to those exposed to domestic abuse, and their children. This includes responsibility for providing advocacy, information, emotional and practical support with a responsibility for maintaining a focus on keeping victims and their children safe.
14. To organise and facilitate group activities, workshops, house meetings and trips for refuge clients.
15. Develop individual support plans to meet individual risks and support needs that clients face, regularly review cases ensuring that all agencies are meeting the needs of clients. Ensure effective liaison with agencies regarding case management.
16. To advocate for clients who have experienced or are experiencing domestic abuse. This includes advocating with a number of agencies or individuals such as education, families, siblings, Social Services, community groups, Police etc. To represent the needs of victims and survivors of domestic abuse both using this programme and in the wider community
17. Comply with contractual timescales for completing DASH risk assessments, needs assessments and support and safety planning
18. To work within the terms of the MARAC and Court Protocols as required.
19. To ensure residents participation in cleaning of communal areas thus ensuring a good standard of hygiene is maintained in the refuge. To also ensure preparation of vacant rooms ready for re-letting, carrying out these duties personally if required.
20. To participate in gardening and general maintenance of the refuge buildings to ensure that the premises are safe and to a high standard for all those who use it. This may include referrals to other organisations, however personal participation will be required.

**Partnership working and representing Stop Domestic Abuse**

1. To establish effective working relationships with colleagues in other services including the Job Centre, Social Services, the local authority, police and voluntary agencies, assisting to increase their understanding of domestic abuse issues taking and making referrals and acting in an advocacy role for clients as necessary.
2. To establish and maintain links with statutory and voluntary agencies in order to promote and support the welfare of women, children and men who have experienced domestic abuse, to raise the profile of to raise the profile of domestic violence/abuse and its impact on families and to publicise the support networks
3. Advocate for victims with agencies who can help to address the domestic abuse by:

* Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
* Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance.
* Working directly with all key agency partners to address the safety of victims and ensuring that their safety plans are coordinated particularly through the MARAC.

1. Contribute to the development of a community response to domestic abuse by working with Hampshire Constabulary, probation, prison service and other local agencies and support services in a positive and inclusive way. Attend multi-agency forums when appropriate.
2. To publicise the support available to women, children, young people and men at risk of domestic abuse.
3. Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for victims of domestic abuse.
4. Note and feedback to other agencies any consistent difficulties clients are having accessing their service.
5. Provide direct support to Police, primary care services, housing departments and social services in the provision and co-ordination of support developing strong relationships with these and other partners to improve the outcomes for clients.
6. To co-ordinate awareness-raising campaigns of domestic abuse issues locally in liaison with local multi agency partnerships, and to participate in training events.
7. To participate in domestic abuse forums, one-stop shops and other multi-agency/ co-location needs as required.

**Safeguarding and protection from abuse**

1. To ensure that children’s and vulnerable adults’ welfare is ensured in accordance with Stop Domestic Abuse’s Protection from Abuse Policy.
2. Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
3. Complete risk assessments and safety plans with clients and deliver service in keeping with the result.
4. Work within a strict framework of confidentiality and safeguarding. Understand the legal framework relating to the protection of children including the Local Safeguarding Children’s Board and Local Safeguarding Adults Board policies and procedures and the practical implications of this are understood.
5. Diversity

* To facilitate access to interpreters and adjust interview practice accordingly
* To work towards the safety/needs of diverse cultural and ethnic groups, also health, mobility, sexuality etc. Form links with relevant agencies to do this.
* Work flexible hours i.e. evening and weekends where necessary to be flexible as to when the client can meet/be contacted.
* Respect and value the diversity of the community in which the service works and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.

1. Lone working

* To follow the Stop Domestic Abuse Lone Working Policy and Procedure.
* Undertake risk assessments in liaison with managers and other team members re: home visits and neutral location meetings.

**Administration and record keeping**

1. In accordance with Stop Domestic Abuse case management policy:  be proactive with your line manager in carrying out periodic case reviews based on a review of risk and abuse which:

* Feeds back into action planning to further progress, signpost or close cases and;
* Provides feedback to your clients/agencies.

1. Help maintain accurate and confidential records using our secure web-based case management database and contribute to monitoring information for the service.
2. Comply with data protection legislation, confidentiality and information sharing policies and procedures and all legislation connected to your work.
3. Ensuring that all relevant records are kept accurately and in a timely manner.
4. To write accurate and concise reports and case studies.
5. Undertaking administrative and financial tasks and maintaining full records and receipts for all activities. This will include issuing licence agreements, collecting rents and service charges, and assisting clients in completing applications for housing and benefits.
6. Ensuring the confidentiality of client information is maintained, in accordance with Stop Domestic Abuse’s Confidentiality Policy
7. To record and maintain up to date statistics of enquiries and referrals.
8. Training

* To undertake training as required
* Give presentations and provide information to local agencies

**GENERAL RESPONSIBILITIES**

1. To participate in fundraising activities on behalf of Stop Domestic Abuse
2. To publicise the support available to women, children, young people and men at risk of domestic abuse
3. Monitoring and evaluation of projects.
4. To attend Management Committee meetings if required.
5. To work with volunteers
6. Participating as a member of the Stop Domestic Abuse staff team, including regular attendance at team and other meetings, supervision and appraisal sessions, training and other events as may be required
7. To be available to respond to emergencies outside office hours on a rota basis
8. To work evenings and weekends on a rota basis
9. Assisting with providing cover for absent colleagues during periods of sickness, holidays etc, as requested by the CEO and/or Service Manager and/or Senior Support Worker
10. To work within the confines of confidentiality, the staff Code of Conduct and Professional Boundaries policies, in working with clients, colleagues and external agencies. To ensure the security of sensitive information is maintained.
11. To carry out other such duties as appropriate to the scope and grade of the post, as may be requested from time to time.

This job description is a new role and sets out the duties of the post at the time when it was drawn up and will be reviewed after six months. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**Person Specification**

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| --- | --- | --- | --- |
| Support Worker – Refuge Specialist (Female\*) | |  |  |
| Criteria  E = Essential  D = Desirable | | E or  D |  |
| **Skills and Abilities** | The ability to build rapport quickly with women, children and men participating in Stop Domestic Abuse services  An understanding of and an empathy with the needs and experiences of women, children and men who have experienced domestic abuse.  The ability to work constructively with the non violent parent/guardian and their children in order to foster their relationships  A commitment to the empowerment of all victims and survivors of domestic abuse  A commitment to equal opportunities  The ability to liaise effectively with a wide range of agencies;  Organisational skills and the ability to prioritise work on a daily basis;  The ability to work as part of a team and on one’s own initiative;  Numeric and literacy skills to undertake administrative tasks;  Computer Literacy  Ability to work flexibly and some unsocial hours;  The ability to facilitate groups  The ability to develop and promote projects in the community  The ability to manage your own caseload  Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.  Have strong crisis management skills and the ability to deal with stressful and difficult situations.  The ability to manage your own caseload  Good Presentation Skills  Ability and willingness to represent the programme positively to other community agencies  Strong commitment to anti-oppressive practice and working with diversity  Good self management skills and above average ability to take initiative and problem solve  Ability to be flexible regarding tasks given, to work as a team to achieve a common goal and willingness to participate in general cleaning, gardening and basic maintenance of the refuge buildings to ensure a high standard to living environment for the families. | E  E  E  E  E  D  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E |  |
| **Experience** | Experience of providing support to vulnerable people under stress;  Experience of advocating for women, children, young people and men  Experience of developing new services for victims and survivors of domestic abuse  Working within a multi-agency and legislative framework  Demonstrable experience of supporting individuals within the context of a helping environment, both face to face and on the telephone  Experience of facilitating support groups and targeted group work.  Experience of taking personal responsibility for specific projects/work areas, devising work plans and their implementation  Experience of working with a diverse range of people, including those experiencing deprivation. | E  E  D  D  E  E  D  D |  |
| **Knowledge** | An understanding of and a commitment to the principles of Stop Domestic Abuse;  An understanding and awareness of the needs of women, men and children of all ages who have experienced domestic abuse  An understanding of the complexities of partnership working and a commitment to partnership working;  An understanding of safe lone working practices  An understanding and knowledge of child protection and safeguarding and the ability to work within national, local and organisational guidelines  An understanding of and ability to practice confidentiality;  Awareness of the legal and housing issues affecting families escaping domestic violence;  Knowledge of the benefits system;  Understand and be committed to equal opportunities and diversity issues in policy and practice. | E  E  D  E  E  E  D  D  E |  |
| **Qualifications** | A clean driving license and car owner  A levels or above  Ability to work at NVQ (or equivalent) level III  Further Education Qualification | E  D  E  D |  |
| **Personal Attributes and Other requirements** | Personal Qualities  Ensuring Equal Opportunity  Emotional Intelligence  Commitment to user-focused services  Commitment to self development  Good standards of hygiene and personal presentation  Be compassionate and empathetic with your client’s situation.  Show initiative and be proactive when managing your case load and interacting with your clients and agencies you’re working with.  Act with integrity and respect when working with all clients, agencies and individuals.  Be optimistic about the possibility of personal growth and change.  Motivate individuals and agencies to move through courses of action and decision making processes.  Awareness of professional boundaries  **Other Requirements**  The post is a full time job    There is a requirement for early morning/evening/weekend work in this job  To be available to participate in the on-call rota for the out of hours service.  An enhanced DBS (Disclosure and Barring Service) disclosure will be required for this role.  The work of Stop Domestic Abuse can require the distribution and transportation of materials, literature, display equipment, etc and, therefore, the post holder must be fit to lift normal boxes of stationery, minor equipment and carry same. | E  E  E  E  E  E  E  E  E  E  E |  |

January 2018