

# Domestic Abuse Support Worker

## Job Description

**PLEASE NOTE: This position is funded by The Ministry of Justice**

**Line manager: Communities Project Lead**

### The Role

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**Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to women.**

Alana House is an innovative women's community project that uses a holistic approach to support vulnerable and disadvantaged women with complex needs, including those at risk of offending. It provides a safe, women only space with the aim to empower and enable women to access the support they need, and improve the outcomes for them, their families and the wider community.

The domestic abuse support worker will hold a case load of women, and their families, and be involved in one to one work support work and group based sessions. The objective of their role is to enable service users to make positive changes in their lives and reduce chaotic lifestyles, whilst reducing risk of re-offending.

The domestic support worker will have regular outcomes-focussed person-centred meetings with service users and will be responsible for a varying caseload. They can expect to do support plans, follow-up meetings, make referrals to Alana House partners and other local agencies, assist with (with the opportunity to lead) group work and facilitate drop-ins.

The post holder will have an in depth knowledge of domestic abuse and the long term impact on survivors' experience. They will also need excellent group work skills and experience of supporting children and young people. The post holder will also need sound administrative skills in order to complete timely assessment and necessary reporting.

Alana House provides holistic support for the women, based around the 9 Pathways to Reducing Offending, set out in the Corston report:

- Housing and homelessness
- Substance misuse and alcohol abuse
- Parenting, relationships and families
- Attitudes, thinking and behaviour
- Education, training and employment
- Budgeting and debt management
- Health including mental and physical wellbeing, and learning difficulties
- Domestic violence
- Sex Working

Staff will have the opportunity to improve their skills through training made available to Alana House. Staff are expected to share learning gained through external training with colleagues via discussion and team meetings.

## Key Tasks

O	To work as an integral part of the team of Alana House
O	To lead, monitor and develop domestic abuse group work
O	To work with a range of agencies and the Communities Project Lead to promote Alana House to women who are likely to benefit from the support
O	To provide one to one scheduled support at the centre or another appropriate venue
O	To help women to access wider ranges of community and statutory services and to provide support to overcome barriers, real or perceived
O	To refer women to other local agencies when it is appropriate and to support the take up of the referral
O	In discussion with the women to regularly review the effectiveness of the support offered making changes as required, working towards an exit strategy that maintains independent and sustainable living
O	To provide cover for answering the telephone, receiving, making and logging calls to book appointments and chase referrals
O	To maintain appropriate records, statistics and information, both quantitative and qualitative, for monitoring purposes and contribute to the evaluation of the effectiveness of the programme to support appropriate on-going development
O	To provide support to groups and courses according to need
O	To ensure all resources within the centre are well-maintained and fit for purpose, and utilised fully and effectively

## Additional Duties

O	To undertake any other duties deemed commensurate with this post as directed by the line manager
O	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
O	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times

## Person Specification

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<b>Essential Attributes</b>	
<input type="checkbox"/>	Minimum of NVQ level 4 qualification in relevant area of work or equivalent experience/qualification
<input type="checkbox"/>	Experience of working with and supporting vulnerable women and families particularly offenders and women with domestic abuse support needs
<input type="checkbox"/>	Experience of motivating people to change
<input type="checkbox"/>	Experience of group work facilitation
<input type="checkbox"/>	Experience of liaising with a range of partners and agencies
<input type="checkbox"/>	Ability to assess and manage risk and safeguarding concerns appropriately when working with service users
<input type="checkbox"/>	Ability to make thorough and balanced assessments of individuals and their situations
<input type="checkbox"/>	Ability to maintain paper and database records
<input type="checkbox"/>	Sound IT skills, including MS Excel, Word and Outlook Competent IT skills and good experience of using database, with a willingness to use new technology (experience of using LAMPLIGHT an an advantage)
<input type="checkbox"/>	Experience of planning and coordinating work
<input type="checkbox"/>	Experience of inter-agency/partnership working
<input type="checkbox"/>	A good understanding of, and ability to work within, the policy framework of equality of opportunity, anti-discriminatory practice and managing diversity
<input type="checkbox"/>	Ability to organise / prioritise own workload and manage own time effectively
<input type="checkbox"/>	Effective interpersonal skills
<input type="checkbox"/>	Enhanced DBS check
<input type="checkbox"/>	Ability to work on own initiative as a lone worker and as part of a team.
<input type="checkbox"/>	Commitment to reducing the risk of offending
<input type="checkbox"/>	Commitment to quality of service delivery

<b>Desirable attributes</b>	
<input type="checkbox"/>	Social Work Qualification or relevant qualification
<input type="checkbox"/>	Safeguarding training
<input type="checkbox"/>	Experience of writing detailed reports
<input type="checkbox"/>	Experience of working with vulnerable women
<input type="checkbox"/>	Experience of developing group work in response to need
<input type="checkbox"/>	Experience of support work housing, resettlement, benefits parenting, domestic abuse
<input type="checkbox"/>	Understanding of the principles of data protection
<input type="checkbox"/>	Familiarity with the Corston Report
<input type="checkbox"/>	Use of vehicle, qualified driver