

Role description

Support Worker - Bounce Back for Kids



Line manager: BB4K Service Lead

Direct reports: None

Indirect reports: Volunteers who are co-facilitating groups

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines, and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

Our work

Bounce Back for Kids (BB4K) is a support programme for children and families affected by domestic abuse. The programme uses therapeutic techniques, aimed at children aged between 3 and 11 years old and their non-abusing parent. It has been developed by Parents And Children Together (PACT) and provides support to families once the abuse has ended and the perpetrator is no longer living in the family home.

The key aims of the BB4K service are:

- To understand the cycle of domestic abuse
- To understand and heal from trauma
- To provide families with the tools to enable them to keep safe
- To validate and empower children and their parent / main carer
- To give parents the opportunity to see domestic abuse through the eyes of their child
- To strengthen positive and healthy attachments between children and their parent / main carer
- To raise children's self-esteem whilst giving them an opportunity to explore and express their feelings through fun, child-focused activities in a safe therapeutic way
- To improve children's school attendance, learning and development

It is our intention to develop the service so that it is responsive to the individual needs of the families and could include groupwork, individual support, play, art, or drama therapy, Zoom workshops, newsletters or private social media groups.

The role

The role of a BB4K Support Worker is key to supporting our families through providing outreach support, co-facilitating the BB4K group work as well as targeted 1-2-1 delivery of the programme when required.

Key tasks

Supporting families affected by domestic abuse	
1	Reporting to the BB4K Service Lead, to plan, promote and deliver BB4K groups for children and parents and 1-2-1 sessions to children and families in most need.
2	Support the BB4K volunteers to co-facilitate programmes and groups.
3	Respond to BB4K queries and process referrals for BB4K programmes.
4	To support the completion of assessments to understand the needs of families and, in discussion with managers, through a triage system, agree a programme of support, signposting to other relevant agencies when appropriate.
5	Delivery of other domestic abuse groups either face to face or virtually.
6	Adopting a trauma informed, non-judgmental approach to empower service users to make positive sustainable changes.
7	To liaise with professionals from other agencies as required.
8	To maintain appropriate records for monitoring purposes. To maintain case management paperwork and records with input from the service users to capture support needs, change and outcomes.
9	Consistently review your work, obtaining feedback from clients on exit from the service and using this to inform the development of our services.
10	Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
Other	
1	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times.
2	To undertake any other duties deemed commensurate with this post as directed by the line manager.
3	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.
4	To demonstrate a commitment to promoting equality and diversity in the workplace and throughout service delivery.

Person specification

Essential Requirements	
☐	A good understanding of domestic abuse and the impact on children and families, or an interest in working in this field.
☐	Experience of working with vulnerable children or families.
☐	Experience of partnership working with a range of agencies and professionals.
☐	Proven experience of delivering groupwork programmes for vulnerable parents and/or children.
☐	Can manage a complex workload from an office and remote environment, be organised and plan and prioritise efficiently, communicating regularly with the BB4K Service Lead and BB4K Manager.
☐	Collaborate well with others as part of a team and be adaptable.
☐	Fluent written and spoken English.
☐	Proficient in use of Microsoft Office: Outlook, Word, Excel, database systems and virtual tools: Teams and Zoom.
☐	Role requires travel: full UK driver's license and access to own car.
Desirable Requirements	
☐	A relevant qualification or significant experience in social care / support work / domestic abuse or similar.
☐	Knowledge and understanding of trauma-informed practice.
☐	Experience or understanding of working in the voluntary sector.

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

Working pattern to be agreed within the core service hours of 8.30am-5pm Monday to Thursday and 8.30am-4pm Friday.

The roles are home-based with frequent travel required to support our service users, and occasional visits to our office in Reading.

Full time role (37 hours per week) covers casework activity across Oxfordshire area including Cherwell, West Oxfordshire, South Oxfordshire, Vale of White Horse and Oxford City.

Part time roles (18.5 hours per week) covers casework activity across Oxfordshire area including Cherwell, West Oxfordshire and the wider Oxfordshire area.

Safeguarding Commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Enhanced.

Diversity Commitment

For this post, we particularly encourage applications from those with personal or work experience in the field of domestic abuse who meet the essential requirements for the role.

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and Development Commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.