

Role Description



Assistant Support Worker – Bounce Back for Kids

Line manager: BB4K Service Lead

Direct reports: None

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 Assistant Support Worker will work across the BB4K service. Following training they will support the service through groupwork, assessments and, subject to development, hold a small case load providing one to one support work. The objective of the role is to develop the necessary skills and knowledge to enable service users make positive changes in theirs and their children lives and reduce the likelihood of further trauma. They will work as an integral part of the BB4K Support Worker team.

In addition to a tailored and comprehensive induction and development programme, this role will have the opportunity to continually improve their skills through training made available to all Support Workers. The team is expected to share learning gained through external training with colleagues via discussion and team meetings.

Key Tasks

1	Reporting to the BB4K Service Lead, to work as an integral part of BB4K, to contribute to service delivery and to promote the service to communities who are likely to benefit from the support.
2	Adopting a trauma informed, non-judgemental approach to empower service users to make positive sustainable changes.
3	Support the completion of assessments to understand needs and, in discussion with managers through a triage system, agree a programme of support.
4	Liaise with professionals from other agencies as required.
5	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.
6	Consistently review your work, obtaining feedback from clients on exit from the service and using this to inform the development of our services.
7	Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
Other Duties	
o	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times.
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 demonstrate a commitment to promoting equality and diversity in the workplace and throughout service delivery.

Person specification

Essential Requirements	
1	Personal, professional or academic experience of support work for people experiencing domestic abuse.
2	Interest / experience in supporting vulnerable children and families.
3	A willingness to learn and an eagerness to engage in opportunities with the aim of developing skills, knowledge and experience.
4	Ability to understand the importance of, and to maintain, professional boundaries with service users whilst delivering an excellent standard of service.
5	Good interpersonal skills and can listen and communicate effectively with others, developing positive relationships with others. Fluent in written and spoken English.
6	Listens without judgement and demonstrates empathy with people from different backgrounds.
7	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.
8	Can remain positive and adaptable either working as an individual or collaboratively within a team.
9	Proficient in use of IT: Microsoft Office and database systems.
10	Role requires travel: full UK driver's license and access to own car.
Desirable requirements	
1	Knowledge of trauma informed principles and practice.
2	Experience and understanding of the voluntary sector.
3	Experience of making through and balanced assessments of individuals and their situations and of motivating change.
4	Personal or professional experience of group work. Some experience of working with the client group, although full training is available.

Additional information

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

This is a part time post working 22 hours per week, weekdays. Working pattern to be agreed within the core service hours of 8.30am-5pm Monday to Thursday and 8.30am-4pm Friday.

The role is based in our Reading office with hybrid flexible working arrangements to provide for working at home and in the office. The role requires frequent travel across Reading, West Berkshire, Wokingham, South Oxfordshire and Vale of the White Horse to support our service users.

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.