

Role Description



Women's Community Project Assistant Key Worker, Alana House

Line manager: Women's Community Project Lead Key Worker

Direct reports: None

Alana House is PACT's flagship community project that uses a holistic approach to support and empower women. We offer a confidential, women-only, non-judgemental space and our services are delivered for women by women to ensure a safe, comfortable and trauma informed environment for those accessing support.

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

Alana House is an innovative women's community project that uses a holistic approach to support women facing multiple disadvantages, 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. 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

The role

Following training the Assistant Key Worker will support services through participating in groupwork, completing short assessments for women seeking support at Alana House and taking referrals at Court's and Custody suites, as well as holding a small, less complex 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 their lives and reduce the likelihood of further trauma. They will work as an integral part of the Alana House Key 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 Key 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 Alana House Lead Key Worker, to work as an integral part of the team at Alana House, 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	To complete assessments to understand needs and, in discussion with managers of both services, agree a programme of support.
4	To liaise with professionals from other agencies as required.
5	To be alert and responsive to service user behaviour, new information or other changes which could indicate a change in risk of serious harm; and respond appropriately to challenging behaviour (including unacceptable behaviour) to deescalate tension.
6	To provide support to assist service users to manage strong feelings and to ensure their own safety and that of others and provide support to overcome barriers, real or perceived.
7	Where necessary, to facilitate and deliver appropriate drop ins, group-based support workshops/programmes/courses to empower service users to move forward with their lives.
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.
11	To provide cover for answering the telephone, receiving, making and logging calls to book appointments and chase referrals.
12	To contribute to and support events and activities of Alana House services.
13	If relevant to activity, you may be required to work in external locations associated to the different funding streams that vary within Alana House.

Other	
1	To safeguard and protect children, young people and vulnerable adults in accordance with PACT's policies and procedures at all times.
2	To take on additional tasks related to this role as assigned by your 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 and uphold a commitment to promoting equality, diversity and inclusion in the workplace and throughout service delivery.

Person specification

Essential competencies	
1	Personal, professional, or academic experience of support work for people experiencing multiple disadvantages.
2	Interest in supporting people in, or at risk of entering, the criminal justice system and domestic abuse.
3	To understand what personal resilience is, and why this is important when working in an environment where you will be supporting people who have experienced trauma.
4	A willingness to learn and an eagerness to engage in opportunities with the aim of developing skills, knowledge and experience.
5	Can understand the importance of, and to maintain, professional boundaries with service users whilst delivering an excellent standard of service.
6	Good interpersonal skills with the ability to listen and communicate effectively with others, and ability to build good relationships with others. Fluent in written and spoken English.
7	Can listen without judgement and to demonstrate empathy with people from different backgrounds.
8	Can proactively organise, plan and prioritise efficiently whilst remaining 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: Use of vehicle and qualified current UK licensed driver.

Desirable requirements – Skills, experience or qualifications that would be advantageous to have in the role but are not essential	
1	Experience of making thorough and balanced assessments of individuals and their situations and of motivating change.

2	Some personal or professional experience of group work.
3	Some experience of working with the client group (although full training is available).
4	Proficient in another language (not essential).

Additional information

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

This is a full time post working 37 hours per week from Monday to Friday between the hours of 9am and 5pm. Some flexibility is required to meet service delivery requirements.

Whilst the role is based at Alana House in Reading, our Alana House service covers the communities of Berkshire, Oxford City and South Oxfordshire and travel may be required across all locations. The post holder must hold a full UK drivers license with access to own transport and be flexible to work across these locations.

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 and Barred, Child and Adult.

Diversity Commitment

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.