

JOB DESCRIPTION

POST TITLE	Duty & Assessment Domestic Abuse Outreach Worker
HOURS	35 hours per week
SALARY	Between £22,313 to £23,906 per annum dependent upon experience
DURATION	2-year fixed term post, with the possibility of becoming a permanent position after two years
REPORTS TO	Services Manager
LOCATION	Redhill, Surrey

1. ACCOUNTABILITY

The post holder is accountable to ESDAS's Management Committee and will be supervised by the Services Manager.

2. KEY AREAS OF RESPONSIBILITY

- To act as first point of contact for all new referrals into ESDAS. You will triage all referrals, responding to professionals and clients within 48hrs
- To carry out initial risk and needs assessments and safety plan with survivors of domestic abuse and reallocate cases to the outreach team as appropriate.
- To monitor the recovery and therapeutic caseloads and ensure survivors are provided with follow up support after completing group or counselling work.
- To support the outreach team leader with monitoring the case management system.
- To attend emergency meetings when a domestic abuse specialist is needed
- To cover caseloads for the outreach team in respect of sickness and annual leave.
- To encourage multi-agency and joint working in response to domestic abuse and raise the profile of ESDAS with statutory and voluntary agencies based in our operational area. This will include partnership working with the police.
- To encourage survivor participation in all aspects of ESDAS including future policy, practice and services.

3. DIRECT WORK WITH CLIENTS AND THEIR CHILDREN

Objective: To empower survivors of domestic abuse in order that they may improve the quality of their lives by

- Providing skilled practical help, advice and emotional support to enable clients to reach an informed decision regarding their future.
- Enabling and encouraging clients to take advantage of all services relevant to resolving their problems such as legal advice, housing and benefits rights, education, medical treatment, counselling etc. Assist clients in gaining access to existing services or professionals who can provide appropriately skilled help.

- Understanding risk and safeguarding issues and acting appropriately in relation to risk at all times.
- Assessing risk for example to children and the statutory implications of this and involve other agencies as appropriate.
- Providing advice and information to other agencies/organisations and individuals who may be working with survivors.
- Being mindful at all times of the personal safety of clients and yourself.
- Working within national, county and ESDAS guidelines, particularly in relation to good practice.
- Reducing client's isolation and encouraging them back into the community.
- Encouraging clients to make use of the range of services offered by ESDAS including support groups and counselling, as appropriate to their needs.
- Liaising with other organisations and agencies where there is a joint or multiple approach to a client and being aware that inter-agency co-operation is an integral and essential facet of outreach work.

4. GENERAL

- Maintain relevant records on clients and ensure such records are kept up to date. Be aware of the requirements of the Data Protection Act.
- Undertake such general office duties as your position requires.
- Maintain such statistical information as may be required by ESDAS and in the prescribed format.
- Participate in updating ESDAS's information and resources, and in particular keep abreast of legislation and policy which have a bearing on your clients' needs.
- Disseminate information to other employees, agencies and ESDAS members at meetings.
- Submit a monthly report to the Services Manager and Office Assistant by the 10th of the month in the prescribed format.
- Participate in producing an Annual Report, Annual Review and project planning.
- Attend meetings of ESDAS, and any other meetings, which are considered to be in the interests of the organisation and your position. Such undertakings to be decided in consultation with the Chief Executive Officer, Services Manager or Management Committee.
- Assess the effectiveness of our service from the user perspective; together with the response clients receive from other agencies with whom they have contact.
- To be willing to deliver training to other agencies and organisations.
- To carry out any other duties which are relevant to the post, as agreed from time to time by the Management Committee, Chief Executive Officer, Services Manager, and yourself.

OTHER:

1. The post is subject to an enhanced Disclosure and Barring Service check which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six-month probationary period.
3. Must be mobile to work across the whole of our area of operation and Surrey area as required.
4. A valid driving licence and own transport is essential for this post.
5. The post is subject to an enhanced vetting and barring check and open to women only. Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies.

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

PERSON SPECIFICATION

EXPERIENCE		
Criteria	Essential/Desirable	How Assessed
Experience of working with issues surrounding gender-based abuse, stalking, domestic abuse/interpersonal violence and/or those experiencing disadvantage.	E	Cover Letter/CV/Interview
Experience of managing a caseload of individuals, assessing their needs and formulating support plans.	E	Cover Letter/CV/Interview
Experience of completing Safe Lives DASH risk assessments, making referrals and attending MARAC	D	Cover Letter/CV/Interview
Experience of identifying safeguarding concerns and reporting concerns in line with local procedures	D	Cover Letter/CV/Interview
Experience of multi-agency partnership working and representing organisations at external meetings and conferences	E	Cover Letter/CV/Interview
Experience of working with individuals with multiple disadvantages such as drug or alcohol issues and/or mental ill health	E	Cover Letter/CV/Interview
Experience of writing reports, briefings, and case studies	D	Cover Letter/CV/Interview
Experience of working within a multi-agency and legislative framework	D	Cover Letter/CV/Interview

Experience of motivating individuals and agencies to move through courses of action and decision-making processes	E	Cover Letter/CV/Interview
KNOWLEDGE AND UNDERSTANDING		
Criteria	Essential/Desirable	Assessed?
Excellent understanding of domestic abuse (in particular trauma)	E	Cover Letter/CV/Interview
Excellent understanding of the impact of domestic abuse, sexual violence and gender-based violence on survivors and the breadth of impact across the victim's network of family, friends, co-workers, community, etc.	E	Cover Letter/CV/Interview
Theoretical, practical and procedural knowledge of civil and criminal justice remedies for survivors of stalking	D	Cover Letter/CV/Interview
Thorough understanding of safeguarding in regard to children and vulnerable adults, and the legal responsibilities surrounding these issues	D	Cover Letter/CV/Interview
Understand principles of risk assessment, safety planning and risk management for survivors of stalking for primary and secondary survivors	D	Cover Letter/CV/Interview
Good understanding of correct and effective information sharing between agencies	D	Cover Letter/CV/Interview
Understanding of the remits and resources of relevant statutory bodies and voluntary agencies	D	Cover Letter/CV/Interview
Knowledge of local support services for individuals living in the local areas	D	Cover Letter/CV/Interview
SKILLS AND ABILITIES		
Criteria	Essential/Desirable	Assessed?
Ability to work in a manner that empowers survivors to make decisions and choices about their recovery from stalking	E	Cover Letter/CV/Interview
Highly skilled in making sound judgements in crisis and difficult situations	E	Cover Letter/CV/Interview
Ability to work in a flexible and responsive manner whilst prioritising work in a busy environment	E	Cover Letter/CV/Interview
Excellent communication skills and the ability to work in a confidential manner. With excellent negotiation and advisory skills, both written and verbal.	E	Cover Letter/CV/Interview
Able to develop, sustain and evaluate joint partnership work between agencies to obtain positive outcomes for survivors	E	Application Form/Interview

Good IT skills including the ability to use Microsoft Office and organisational case management databases	E	Cover Letter/CV/Interview
Ability to work with kindness, honesty and integrity	E	Cover Letter/CV/Interview
EDUCATION		
Criteria	Essential/Desirable	Assessed?
A good standard of general education	E	Cover Letter/CV
A Safe Lives IDVA, Women's Aid DAPA qualification, relevant degree or demonstrable equivalent experience, or a vocational qualification	E	Cover Letter/CV
OTHER		
Criteria	Essential/Desirable	Assessed?
Understanding and commitment to equal opportunities and anti-racist practice issues in policy and practice	E	Cover Letter/CV/Interview
Willingness to undertake training and a commitment to continuous personal development	E	Cover Letter/CV/Interview
Willingness to work flexibly and has access to a car and able to travel to different sites and venues	E	Cover Letter/CV/Interview
Integrity, kindness and respect when working with all survivors, agencies, stakeholders and colleagues	E	Cover Letter/CV/Interview