

Job Description:

Post:	Domestic Abuse Practitioner (Outreach Support)
Salary:	Salary £29,777- £31,364 (pro rata) Plus Benefits
Responsible to:	Women's Service Manager
Responsible for:	Service users
Location:	Hull
Hours per week:	37 flexible working hours/18.5 flexible working hours
On call responsibility:	Yes

*This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

Key Purpose:

The post-holder will work to empower and support women, children, young people affected by domestic abuse and will work closely with other local services to ensure the safety and wellbeing of service users are paramount. They will ensure that service users are being provided with practical and emotional support including financial, legal, social, emotional, parenting, housing and further education through an outcome focussed support planning process.

Take part in developing and delivering a front-line service offering support, advice and guidance to women and their children.

To provide support, advice and assistance to women and their children affected by domestic abuse and ensure that they are provided with secure accommodation and be able to work therapeutically within the community.

Lead on the development of a family centred and trauma informed support, including 1 to 1 sessions, facilitating support groups and peer groups ensuring individualised needs are being met.

To participate in the delivery of the on-call out of hours service and live chat on a rota basis.

Duties and Key Responsibilities

To provide practical and emotional support to survivors of domestic abuse in accordance with Hull Women's Aid's philosophical principles. This will be mainly in the community however you will support women in the refuge who are in the process of moving out including handovers with their key workers. At all times, ensuring the primary focus is the safety and protection of service users and their children accessing services.

To deliver trauma informed services, supporting all individuals and their children experiencing domestic and other gender-based violence to ensure a whole family approach to safeguarding and support planning is adopted.

To ensure that high risk service users are referred to and represented at the Multi Agency Risk Assessment Conferences system (MARAC).

To maintain effective electronic case files that clearly demonstrate client focussed short- and long-term interventions, recording all work undertaken during the intensive support stage, clearly evidencing referral outcomes.

To work in partnership with colleagues internally and externally who support women and their children experiencing/fleeing domestic abuse.

Provide ongoing case management and crisis management to victims referred to Hull Women's Aid, ensuring their support plan is monitored and reviewed in line with policies and procedures.

To offer an equal service to all women, children and young people regardless of age, class, culture, language, race, religion and sexual orientation, adhering to HWA's framework for equal opportunities and anti-discriminatory practice.

Take appropriate action in relation to any concerns regarding the safety of service users, including arranging target hardening.

To take part in facilitating relevant programs and activities for women which raise self-esteem, bring people together and broaden awareness.

Provide support with welfare rights and related issues such as employment and immigration and any other legislation related to women who have been impacted by abuse.

Provide direct support to Police, primary care services, housing departments and social care in the provision and co-ordination of support, developing strong relationships with these and other partners to improve the outcomes for service users.

To work openly and in partnership with other agencies and organisations to ensure that services continue to meet the needs of women and their children experiencing/escaping domestic abuse.

To recognise, respect and address the needs of women and their children who face particular barriers when seeking help to access, including those from different ethnic and cultural backgrounds, LGBT communities, disabled women and women with complex needs and other hard to reach groups.

To raise awareness of domestic abuse amongst professionals and the wider community through training, presentations and awareness raising campaigns and events.

To make sure that client welfare is ensured in accordance with HWA Protection from Abuse Policy and the Local Safeguarding Children's Partnership/Safeguarding Adults Board policies and procedures. Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice

To take part in any fundraising activities arranged by Hull Women's Aid

On Call / Out of Hours Responsibility

To participate in the on-call out of hours service rota and live chat. This is a 24-hour, 7 day a week service running outside of usual service hours. The on-call out of hour's service may involve the following duties and responsibilities, this is not an exhaustive list and is subject to change to ensure contract and service delivery requirements are met by the organisation and to provide a high-quality service to people affected by domestic abuse.

When on call, staff need to be available for work and have access to a car. You must also be able to drive which means that you must not be under the influence of drugs or alcohol.

- Deal with emergencies outside of service hours, which may involve attending refuge outside of service hours.
- Resolve refuge issues over the phone
- Provide emergency safety advice to refuge residents
- Admitting families into refuge accommodation
- Processing referrals into the services that HWA provide
- Providing telephone support and safety advice to people affected by domestic abuse
- Providing telephone support to professionals supporting those affected by domestic abuse
- Supporting service users to access refuge accommodation elsewhere.

General responsibilities

To keep up to date with national and local government decisions, relevant legislation and policy developments in relation to vulnerable adults and children.

To provide support and guidance to volunteers.

To ensure the smooth running of the project in line with HWA's policies and procedures.

To work on a flexible basis with some unsociable hours to meet the needs of the project.

To undertake all other reasonable tasks requested by your line manager / Chief Executive Officer.

To ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 2018.

Managing health and safety

- To ensure the guidelines of HWA Loan Working Policy is followed.

Commitment to our values:

Equality	Honesty	Empowering women and children
Openness	Care and compassion	Respect for individual dignity and diversity

This job description and person specification is current as at the date shown. In consultation with you, it is liable to variation to reflect or anticipate changes to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade. This post is subject to enhanced DBS check

Person Specification

QUALIFICATIONS & TRAINING	Essential/ Desirable	How assessed
Relevant qualification or NVQ Level 3	E	A
WAFE/Safe Lives Accredited Training or willing to undertake this training within first year of employment	E	I
A recognised social work, housing or counselling qualification	D	A / I
A clean driving licence and car owner with business insurance.	E	A
A minimum of 2 years direct experience of providing emotional and practical support to those affected by domestic abuse	E	A / I
EXPERIENCE AND KNOWLEDGE		
Experience of undertaking risk assessments and developing risk management plans through assessing service user needs in a person-centred way and developing safety plans.	E	I
Experience of working in a residential setting/refuge/women's advice centre or other relevant agency.	E	A / I
Ability to maintain confidentiality and share information in accordance with policy and legislation.	E	I
Experience of providing telephone support to vulnerable people.	D	A / I
Experience of providing support to families under stress and advocating for women, children, young people	E	I
Knowledge and understanding of trauma and trauma symptoms	D	A/I
Knowledge of the core principles and legislation relating to safeguarding and child protection	E	A/I
Knowledge of the benefits system and welfare rights legislation	E	A/I
Knowledge of civil and criminal legislation relating to victims and survivors of domestic abuse.	E	A
Experience of delivering group work/1 to 1 work	D	A / I
SKILLS AND ABILITIES		
An understanding of and an empathy with the needs and experiences of women, children who have experienced domestic abuse	E	A / I
A commitment to the empowerment of women, children, young people and an ability to build relationships	E	I
The ability to liaise effectively with a wide range of agencies and work collaboratively	E	I
Organisational skills and the ability to prioritise work on a daily basis	E	I
The ability to work on own initiative, prioritise own and others' workloads and meet deadlines	E	I
Excellent communication and interpersonal skills, able to communicate effectively both orally and written	E	I
An ability to manage crisis situations calmly and with a problem-solving approach	E	I
Act with integrity and respect when working with all service users, agencies and individuals	E	A / I

Ability to work flexibly and some unsociable hours	E	I
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