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| **JOB DESCRIPTION** |
| **JOB TITLE:**  | **Domestic Violence Support Worker (Refuge)** |
| **TERM:** | Permanent |
| **RESPONSIBLE TO:** | Area Manager |
| **LOCATION:** | South Belfast |
| **SALARY**: | NJC scale points 9-20. Starting salary £25,119 per annum |
| **HOURS / WORK PATTERN:** | 37.5 hours per week |
| **ACCESS NI REQUIREMENTS:** | Enhanced + Adult + Children’s Barred List Check\*\* |
| *\*Travel will be required in the Lisburn/Down areas to meet job requirements* *\*\*A copy of the Access NI Code of Practice, Recruitment of Ex-offenders Policy & Storage & Handling of Disclosure Information can be found on our website:* [*https://belfastwomensaid.org.uk/work-with-us/*](https://belfastwomensaid.org.uk/work-with-us/) |

**Belfast and Lisburn Women’s Aid provides a range of support and accommodation services for women and children experiencing domestic violence.**

**Summary of Post**

To provide emotional and practical support for women and their children who are experiencing or have experienced domestic violence. This includes working with women living in refuge, moving on from refuge and women living in the community.

**Main Responsibilities**

1.Work with women

* Accept referrals and welcome women into the refuge and community support services.
* Provide all women and children coming into the refuge and community projects with relevant information.
* Establish the needs and risks of women using the services in line with the organisation’s guidelines
* Develop individual outcome focused support and risk management plans for women ensuring these are regularly updated and reviewed
* Provide emotional and practical support for women through regular key worker sessions. This will include meeting women in their own homes, their local community, working with women living in refuge as well as providing telephone support
* Work with women to ensure the actions in support plans are achieved
* Advise, assist and support women with housing related issues, benefits, legal services
* Refer women and children to other relevant BLWA services including the children and young person’s projects
* Support colleagues in working with children and young people as required
* Empower and support mothers in their relationships with their children
* Work in partnership with other agencies and advocate on behalf of women and children to ensure their needs are met
* Accompany women or women and their children to relevant appointments as required
* Facilitate personal development groups and other activities for women
* Support women to become integrated into their local community
* Empower women to maintain independent living or return home, creating safety plans as appropriate.

2.Refuge

* Promote an environment that encourages women and children to support each other and learn through shared experiences
* Contribute to the day to day running of refuge
* Be aware of the needs of women and children leaving the refuge, and assist with their transition as needed
* Encourage women leaving the refuge to use the outreach services as a means of giving and receiving on-going support.

3.Administration/finance

* Keep Oasis records up to date in ‘real time’ and provide caseload summaries/information to the Area Manager as required
* Provide reports relating to your work as required
* Carry out routine financial tasks such as processing purchase orders, collecting rent payments or handling petty cash

4.Awareness raising/training

* Raise awareness of domestic violence and BLWA’s support services with other agencies as required. Provide training as required. This may be on a one to one basis or with larger groups.

5.Health and Safety

* Take responsibility for own and other’s Health and Safety both in refuge and in the community and comply with the organisation’s Health and Safety and Lone Working Policies and procedures
* Ensure a safe and healthy environment is maintained in refuge for women and children living there, and staff/volunteers working there
* Report health and safety concerns to the H&S rep in refuge.

6.Safeguarding

* Ensure all safeguarding issues relating to women and children are brought to the immediate attention of the Area Manager
* Work in line with the organisation’s Safeguarding Policies.

7.General

* Ensure all aspects of diversity, inclusion and accessibility are followed in line with policies and procedures.
* Work within the organisation’s self-help ethos both when working with women and children and in your own practice
* Ensure Financial procedures are followed
* Liaise with external agencies and sit on external groups as required
* Develop and maintain good working relationships between the projects and statutory agencies

8.Team Working

* Work constructively with team members, volunteers and managers in all aspects of work.
* Maintain a professional approach in all aspects of work in line with the organisation’s Code of Ethics

9.Confidentiality

* Maintain confidentiality and comply with data protection requirements in line with the organisation’s Data Protection Policy and procedures

10.Personal/professional development

* Attend regular supervision and appraisals as well as house and team meetings.
* Be familiar with and adhere to the organisation’s policies and procedures.
* Take responsibility for your own personal development particularly in the area of domestic violence to ensure you are fully up to date with current good practice and legislation.
* Attend training as required.

 11.Work Patterns

* Be flexible and responsive to project needs by being available to work early mornings, evenings, weekends and holiday periods on a rota basis and on-call cover as required.
* Travel to meet the job requirements

12.Carry out any other duties as required by the organisation.

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| **PERSONNEL SPECIFICATION****Domestic Violence Support Worker (Refuge)****Important: Your ability to meet the criteria below must be demonstrated in the sections provided on the application form. Please provide examples for each criterion.** |
| **Experience** | **Essential** | **Desirable** |
| Recent, relevant experience of working with women who have experienced domestic violence. | Y |  |
| Group work facilitation experience | Y |  |
| Experience of training delivery |  | Y |
| **Skills & Abilities** | **Essential** | **Desirable** |
| Ability to prioritise own work load and work on own initiative | Y |  |
| Empathetic approach to women and children | Y |  |
| Ability to remain calm while actively listening to sensitive information | Y |  |
| Ability to maintain confidential and professional boundaries | Y |  |
| Ability to communicate clearly  | Y |  |
| **Knowledge** | **Essential** | **Desirable** |
| Knowledge and understanding of the causes and effects of domestic violence | Y |   |
| Understanding of the complexities and needs of families experiencing domestic violence | Y |   |
| Good knowledge of the services of BLWA and commitment to the vision and ethos of the organisation | Y |  |
| **Qualifications** | **Essential** | **Desirable** |
| Degree/Diploma in Social Work, community work qualification or equivalent |  | Y |
| **Other** | **Essential** | **Desirable** |
| Ability to work flexibly to meet job requirements – early mornings / evenings / weekends / holiday periods as required | Y |  |
| Driving licence and use of a car to meet job requirements | Y |  |