



Family Support Officer (The EDGE Project)

£20,500 – £21,754 pro rata, 30 hours, fixed term to February 2022

Job description

Thrive Women's Aid is an established and well respected organisation that makes a genuine difference by delivering support services to families impacted by domestic abuse. We consider ourselves to be a progressive and dynamic organisation that is at the forefront of our sector.

Thrive is a friendly, supportive and rewarding place to work. We know that our employees are key to our organisations success and growth which is why we value our employees and offer support, training, development and progression to enable everyone to reach their full potential.

The role (funded by Comic Relief) will work within The EDGE Project to identify and address the support needs of women who have experienced domestic abuse, with specific focus on supporting women who are from the Roma and Gypsy Traveller community, are older, disabled or members of the Black, Asian and Minority Ethnic (BAME) community. You will work on a one-to-one and group basis providing emotional support and assistance in accessing services within the local community. You will have a good understanding of the risks and support needs of families experiencing domestic abuse, and an ability to make service intervention decisions where necessary.

You will work alongside professionals and local organisations to build relationships and networks by engaging and educating them about domestic abuse and the additional barriers that BAME, Older, Roma and Gypsy Travellers and Disabled women face when accessing their services. You will develop links to ensure a comprehensive package of support is available.

The role requires someone who can provide high level specialist support to service users, ensuring that service standards are excellent. You will model high quality practice in your work, ensuring that service user involvement and person centred approaches are embedded in the support that you give.

Responsibility for maintaining comprehensive records of outcomes and activities to our data management systems is a key part of the role.

What would you need to be successful?

- An ability to engage marginalised individuals and groups
- A motivated team player who ensures high quality
- Be able to spot risks and manage these effectively
- Excellent communication skills
- An organised person who can manage workload effectively

Your track record will include experience of delivering specialist support to vulnerable people, enabling them to make positive changes. Previous experience of working with the any of the identified groups of people would be advantageous but not essential.

Benefits

- A pension scheme is provided, with a 6% employer contribution
- Annual leave entitlement starts at 25 days (pro rata), with an additional day for each year's completed service (to a maximum of 31 days)
- Comprehensive Flexible Working Policy
- A clear pay framework with yearly incremental rises
- Organisational sick pay and ½ days leave for every 6 months no sickness absence

Things you need to know

- A disclosure and barring security check is required for this role.
- Successful candidates will be based at Thrive Head office
- The post is exempt under the Sex Discrimination Act Section 7(2)(e) and is open to women only.
- There is a requirement to participate in on-call rota in compliance with our lone-working policy (approximately 1.5 shifts per month).

Working for Thrive

Vision

Our Vision is to create safe communities, free from domestic abuse where people and families can flourish and build successful independent lives.

Mission

To be an innovative and sustainable provider of excellent, good value domestic abuse services that drive prevention, provide interventions and enable progression.

Values

Our work is underpinned by a set of values that were created and developed by staff. These include:

Role model

Improving, integrity and inclusive

Supportive

Excellent, engaged and empowered

Apply and further information

To apply

Please complete an application form, noting the deadline below.

Contact point for applications

Antonia Ungless / antoniau@thrivewa.org.uk / 01639 894864

Closing date

9th September 2020 – 9am

Job profile

Job Title	Inclusion Officer (The EDGE Project)
Grade / Salary	£20,500 - £21,754 (pro rata)
Hours	30 hours
Reporting to	Projects Manager

Job Purpose
To work on a one-to-one and group basis with women who have experienced domestic abuse by providing emotional support and assistance in accessing services within the local community. Specific focus will be on supporting women who are from the Roma and Gypsy Traveller community, are Older, Disabled or members of the Black, Asian and Minority Ethnic community. The Inclusion Officers will work alongside professionals, local organisations and within the local community to build relationships and networks by engaging and educating them about domestic abuse and the additional barriers that BAME, Older, Roma and Gypsy Travellers and Disabled women face when accessing their services.

Key accountabilities	
1	Undertake appropriate initial and risk assessments in order to co-produce a tailored Individual Support Plan for women who have experienced domestic abuse and identify as Roma, Gypsy or Irish Traveller, BAME, Disabled and/or Older.
2	Develop links with external specialist organisations and communities working with Roma, Gypsy and Irish Traveller Women, BAME, Older Women and/or Disabled Women.
3	Provide support to women from marginalised groups to develop a better knowledge of their rights and feel more able to challenge discrimination and abuse.
4	Plan and organise educative awareness raising activities and sessions for professionals.
5	Regularly review Individual Support Plans with individual to ensure that interventions are fit for purpose and take into consideration changing needs.
6	Implement robust exit strategies with individuals, ensuring that onwards referrals are made to provide complementary support where necessary.
7	Ensure that the performance of the service is high quality and that individuals receive a timely, responsive and holistic service appropriate to their needs. Take a solutions based approach to resolve issues as they arise, escalating and reporting where appropriate.

8	Ensure completion of set monitoring and data collection requirements.
9	Ensure that accurate and up to date records are maintained utilising the organisation's case management system.
10	Attend regular internal and external supervision, team meetings and other meetings as required. Proactively manage your own learning and professional development.
11	Participate in the 24-hour, 365/6 day on-call rota in compliance with the lone-working policy.
12	Attend regular supervision internal and external sessions.

Line Management Responsibilities (Y/N)	N
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Qualifications and Training	
Desired	Domestic Abuse Qualification – Level 4 National Training Framework
	Train The Trainer Qualification
Essential	NVQ Level 3 or equivalent in relevant field
	Adult and Child Protection and Safeguarding (provided)
	Health and Safety (provided)
	Lone Working (provided)
	Data Protection and Confidentiality (provided)

Person Specification

Criteria	Essential	Desired
Education and Qualifications	At least NVQ Level 3 or equivalent in a relevant field, i.e. Health and Social care or Advice & Guidance	NVQ Level 4 or equivalent in a relevant field Qualification or training in Domestic Abuse (up to group 4 of National Training Framework). Train The Trainer Qualification
Experience	At least 2-years experience of working with vulnerable people and assessing their needs Risk assessment and risk management for vulnerable women Experience of working in a supportive role with women Developing client-centred support plans Delivery of training to professionals	Experience of working with older women, disabled women, Black, Asian and Minority Ethnic women, and Roma and Gypsy Traveller women.

<p>Knowledge, skills and abilities</p>	<p>Knowledge of issues around domestic and sexual violence and abuse and its effects on women and children</p> <p>Proven liaison with statutory and voluntary agencies</p> <p>Ability to manage own caseload and work autonomously.</p>	<p>Knowledge of one or more of the following areas: -</p> <p>Welfare Rights & Benefits</p> <p>Legal issues</p> <p>Housing</p> <p>Child Protection</p> <p>Substance Misuse</p> <p>Mental Health Issues</p>
<p>Personal attributes</p>	<p>Good communication skills both oral and written</p> <p>Good interpersonal skills and an empathic approach to women and children affected by domestic abuse</p> <p>A team player</p> <p>Good organisational skills and the ability to prioritise workload effectively</p>	<p>Experience using Oasis DA or other database systems</p> <p>Previous monitoring, evaluation and report writing experience</p>
<p>Other</p>	<p>Driving Licence and use of own car with business insurance</p> <p>Commitment to the principles, aims and objectives of Women's Aid</p> <p>Ability to work within flexible work-pattern</p> <p>Computer literacy – preferably Microsoft office</p>	<p>Ability to speak Welsh</p> <p>Ability to speak ethnic language</p>