

SUPPORT AND ADVOCACY WORKER – COMMUNITY-BASED

Herefordshire (0.5 Post)

Job Description

Responsible to: Service Manager

Responsible for: No staff

Objective of the Post: Provide client-centred and trauma-informed advocacy and support to women and children affected by domestic abuse

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| Support and Advocacy Delivery | * Delivering support and training group sessions to survivors of domestic abuse * To provide face to face and telephone-based advocacy and support to those experiencing domestic abuse living in their own homes , in other arrangements in the community, or who are living temporarily in safe temporary (‘satellite’) accommodation. This will be through the delivery of evidence-based group programmes, or 1:1 support, or drop-in arrangements – as determined by local requirements. * To conduct and record an assessment of needs and risk for each individual / family, with recognition of those issues which may require additional specialist service input ie mental health service provision, substance misuse service provision, older people’s service provision * To ensure that pathways for support are seamless and accessible between different WMWA services, and across to other local specialist services. * For clients living in temporary WMWA/partner accommodation arrangements, to ensure that these are sufficient to meet their individual needs. * To complete structured support and safety planning programme with each individual /family to deliver agreed outcomes * To work effectively in partnership with other agencies in ensuring a cohesive package of co-ordinated support for the individual/family |
| Service Development | * Maintain a core knowledge of the issues for the victims of domestic abuse and of the evidence base of programmes and interventions that can provide effective support * Engage in the ongoing development of the WMWA Recovery Pathway, informing the work to shape services and programmes that are responsive to the changing needs of clients and their families |
| Safeguarding Children and Vulnerable Adults | * To participate in the work of safeguarding children and vulnerable adults, following WMWA policies and procedures |
| Joint Working | * To work closely with other support workers in the organisation to ensure that users have access to the full range of services provided by WMWA * To work in collaboration with other agencies and to facilitate joint working on behalf of service users where appropriate |
| Service User Involvement | * To secure feedback from all service users at the conclusion of their engagement with WMWA and to review and improve practice in light of service user evaluation. * To promote and facilitate service user consultation. * To promote continued service user participation through the WMWA Survivor Network. |
| Out of Hours | * To provide 4 sessions of out-of-hours cover per month, on the helpline and on-call rotas |
| General Duties | * To maintain accurate records and monitoring and evaluation information * To attend supervision sessions and staff meetings * To undertake training as agreed at supervision sessions * To take active steps to work within a framework of equal opportunities and anti-discriminatory practice * To undertake all other reasonable duties as required by Service Managers in furtherance of the objectives of this post |

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Person Specification

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| Qualifications | * Minimum of A-level standard of education or equivalent |
| Experience | * Experience of advocacy and support work with vulnerable people * Experience of delivering support by telephone * Experience of delivering face-to-face group presentations and/or training. Delivery of online virtual group sessions advantageous |
| Skills and Abilities | * Excellent active listening skills * Good verbal and written communication skills, including completion of electronic forms and recording of data * Good IT skills * Ability to work co-operatively with other practitioners, singly and in interagency contexts, on behalf of users of the service * Ability to organise workload and respond to unplanned demands * Ability to work as part of a support team, providing a cohesive and comprehensive service to users with a wide range of needs * Ability to work with minimal supervision on a day-to-day basis, within agreed schedules and guidelines |
| Knowledge | * Knowledge and understanding of domestic abuse issues and the needs of women and children affected by it * Knowledge of safeguarding children processes and practice * Working knowledge of disability, mental health and drug and alcohol issues * Basic knowledge of benefits and legal assistance available to women seeking freedom from domestic abuse, including housing, civil law and criminal justice processes * Knowledge of and agreement with Women’s Aid aims and principles |
| Essential Attitudes | * Understanding of and commitment to anti-discriminatory working practices * Commitment to Women’s Aid values and principles * Commitment to the empowerment of women and children affected by domestic abuse |
| General Requirements | * Willingness to work evenings and weekend hours on a rota basis * Car user essential with daily access to a vehicle |