

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
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| 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
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| Safeguarding Children and Vulnerable Adults | * To participate in the work of safeguarding children and vulnerable adults, following WMWA policies and procedures
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| 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
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| 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.
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| Out of Hours | * To provide 4 sessions of out-of-hours cover per month, on the helpline and on-call rotas
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| 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
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| 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
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| 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
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| 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
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| 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
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| General Requirements | * Willingness to work evenings and weekend hours on a rota basis
* Car user essential with daily access to a vehicle
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