

**Access, Support and Advocacy Worker: Safe Accommodation for Marginalised Communities - Herefordshire**

(12 month contract)

**Job Description**

Responsible to: Herefordshire County Manager Hours of work: 37

Responsible for: No staff Salary: WMWA Band 9

Objective of the Post:

1. Develop and provide advocacy and support to individuals affected by domestic abuse from marginalised communities, with a specific focus on ensuring that appropriate safe and supportive accommodation solutions are provided and meet their needs.
2. Identifying and scoping potential support available from local groups in the community, developing a network of peer mentors and volunteers.
3. Working in partnership with local providers who deliver services to these communities, to add value to their existing work.

Key Outcomes: An increase in adults affected by domestic abuse from minority ethnic communities, reporting that they have been able to access services that have met their needs.

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| Ensure that victims of domestic abuse from marginalised communities receive support, advocacy and safe accommodation tailored to their individual needs. | * Work as part of the Safe Accommodation team to ensure that victims of domestic abuse from marginalised communities are provided with the best possible advocacy, advice, support and safe house accommodation * Develop and implement a structured individual safety and support plan with service users who have experienced domestic abuse in their home and/or community and those who are living temporarily in safe temporary (‘satellite’) accommodation, ensuring that all cultural considerations are recognised and fully accommodated * Work closely with other support workers in the organisation to ensure that service users from marginalised communities have access to the full range of services provided by WMWA * Provide practical assistance to clients on safety planning and relevant aspects of independent living, and ensure that they have access to the services that can be provided by other agencies such as housing, health and welfare support * To ensure that the temporary accommodation arrangements in which service users from minority communities are placed, is sufficient to meet their individual needs * To support move on to suitable permanent accommodation * Recruit and support peer mentors and volunteers to develop a network of community support * Support the empowerment of service users, and assist them in recognising the dynamics of domestic violence and abuse * Ensure that all records are up-to-date and accurate |
| Safeguarding Children and Vulnerable Adults | * Participate in the work of safeguarding children and vulnerable adults, following WMWA policies and procedures, and the policies and procedures of the Local Children and Adult Safeguarding Boards. * Prepare and attend Child Protection Conferences and initial strategy meetings both as a support for clients and as a professional presenting a report dependant on circumstances |
| Partnership Development | * Seek out and engage with key groups and individuals in the local marginalised communities, promoting understanding of the work that WMWA does and securing their support for joint working to address the impact of domestic abuse. * To work closely with other support workers in the organisation to ensure that victims from marginalised communities needing to flee their homes can access safe temporary accommodation and relevant support * To work in collaboration with other agencies and to facilitate joint working on behalf of service users to raise awareness and promote a good understanding of the needs of those from marginalised communities who have experienced domestic abuse |
| Service User Involvement | * To promote service user participation, including through the WMWA Survivor Network * Promote and facilitate service user consultation and feedback, including the evaluation of personal outcomes at the conclusion of an intervention, and encouraging feedback on the quality of the service. |
| Out of Hours | * Provide 4 sessions of out-of-hours cover per month on the helpline and on-call rotas (evenings & weekends)   An additional allowance is paid per session. |
| General Duties | * Induct and mentor volunteers recruited to support the service. * Attend supervision sessions and Safe accommodation team meetings * Attend organisational days and other organisational requests and duties * Undertake training as agreed at supervision sessions * Take active steps to work within a framework of equal opportunities and anti-discriminatory practice * Undertake all other reasonable duties as required by the Herefordshire County Manager in furtherance of the objectives of this post |

**Access, Support and Advocacy Worker:**

**Safe Accommodation for Marginalised Communities**

**(Herefordshire)**

**Person Specification**



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| Qualifications | * Minimum A-level standard of education or equivalent |  |
| Experience | * Experience of advocacy and support work with vulnerable people * Experience, paid or unpaid, of working within the voluntary sector * Experience of working with victims of domestic abuse from marginalised communities |  |
| Skills and Abilities | * Good active listening skills * An ability to manage tense situations and crisis manage * An ability to liaise and communicate effectively (both orally and in writing) with a wide range of people including colleagues and other professionals * Ability to work co-operatively with other professionals on behalf of service users * IT skills – ability to use outlook, word, excel and record information on a database * Ability to organise workload and respond to unplanned demands * Ability to work effectively within a team * Ability to work with minimal supervision on a day-to-day basis, within agreed schedules and guidelines |  |
| Knowledge and Understanding | * Good knowledge and understanding of the importance of culture, faith and heritage for those experiencing domestic abuse. * Knowledge and understanding of the housing and resettlement issues for those affected by domestic abuse, and in particular for those from migrant communities * Knowledge and understanding of domestic abuse issues, and the needs of women and children affected by it * Knowledge of safeguarding children and vulnerable adults, and child protection processes and practice * Working knowledge of disability, mental health and drug and alcohol issues * Basic knowledge of benefits and legal assistance available to those seeking freedom from domestic abuse, including housing, civil law and criminal justice processes |  |
| Personal Qualities | * Understanding of and commitment to anti-discriminatory working practices * Commitment to Women’s Aid values and ethos * Commitment to the empowerment of women and children affected by domestic abuse |  |
| General Requirements | * Car user essential with daily access to a vehicle * Willingness to work evenings and weekend hours on a rota basis |  |