



Job description - Children's Support Worker (Refuge)

Reporting to:	Children's Team Lead
Location:	Woking, Surrey
Salary:	£26,750 per annum
Working Hours:	36 hours per week (Monday to Thursday 8.45am to 5pm with one hour for lunch unpaid and Friday 9am to 5pm with one hour for lunch unpaid)
Special Conditions:	Emergency on-call/out of hours helpline rota responsibilities (for which an additional shift allowance will be received). Post holders must live within maximum 45 minutes driving distance from our offices in Woking. This is so that occasional emergency on call rota responsibilities can be fulfilled in the event of callout to our premises to provide urgent support. Clinical supervision provided during working hours.

A full driving licence and use of a reliable car for work purposes is essential.

Please note that this job description is not a definitive list of tasks but is designed to give an overview of the role. All employees are expected to undertake reasonable additional duties as required and to understand that job descriptions develop and change over time.

Purpose of the post: To work with children (up to 16 years) resident in our refuge who have experienced and/or witnessed domestic abuse and subsequently may have experienced multiple or extensive **Adverse Childhood Experiences (ACEs)**. To provide & coordinate services that help them understand that the abuse was not their fault; rebuild their self-esteem and develop their resilience and confidence; and help to improve the emotional relationship between mother and child.

Specifically

- To assess their needs
- To improve the mother and child relationship
- To enable children to experience safe and secure attachment styles
- To increase the self-esteem of children living in refuge, and support them both practically and emotionally and help develop their resilience to face and manage life's challenges
- To work with them both individually and in groups

Key areas of responsibility

Service Delivery

- To manage your own client caseload.
- To provide child-centred interventions, support and safety plans working in conjunction with the mother and refuge colleagues.
- To ensure all case notes, safeguarding records, diaries etc. are fully up to date.
- To plan, set up and undertake group work and 1:1 sessions utilising a range of different creative media to provide opportunities for communication and self-expression, in a safe and nurturing environment.
- Provide advocacy support with a child-centred focus in dealing with external voluntary and statutory agencies (e.g. social services, schools, health professionals etc).
- To be aware of the impact of **Adverse Childhood Experiences (ACEs)** on CYP and how this can impact their physical/emotional/psychological wellbeing.
- To consult the CYP and the mother in all aspects of the planning and running of the service, proactively seeking feedback.
- To introduce protective behaviours strategies to CYP.
- To work with the women in refuge to develop parenting and bonding skills that may have been impacted as a result of the abuse they have experienced.
- To be responsible for the upkeep and presentation of the children's playroom and outside play facilities in refuge, including appropriate storage and assist with the distribution of child related charitable donations.
- To attend and take part in regular team meetings, Children's Workers meetings and supervision sessions and work in partnership with colleagues and volunteers.
- Provide accurate monitoring information/statistics as required (to include activity reports, session numbers, attendance records, outcomes etc.)
- To build networks and close working relationships with schools, other agencies, both statutory and voluntary who are also working with children and young people in the area and to refer, when appropriate and work with these agencies.
- To keep informed on legislation and policy regarding safeguarding children, contact and residence and to ensure that this information is shared at children's workers meetings.
- To evaluate all levels of work in line with guidance supplied by funders.
- To deliver and attend training as appropriate to the post.
- To positively promote the service in all activities.
- To incorporate equal opportunities in all work and adhere to Your Sanctuary policies.
- To sensitively challenge unacceptable behaviour and prejudice.
- To help with managing and developing a team of volunteers ensuring motivation, encouragement and retention to help support the children's service in refuge.
- At all times to work in a safe and efficient manner, ensuring the safety of service users and team members and in particular with regard to (but not limited to) confidentiality, child protection, safeguarding, health & safety, anti-oppression policies.
- To undertake any other duties appropriate to the role.

Person Specification

Experience and Qualifications (Essential and/or Desirable)

- Experience of working with children (E)
- Knowledge and understanding of child development (E)
- Experience of providing therapeutic support for children via play, key working, mentoring or other relational/development work (E)
- Knowledge of safeguarding theory and practice (E)
- Understanding of attachment theory and relevance within a refuge environment (D)

- Experience of delivering group work (D)
- Experience of working with children who have emotional needs (D)
- Sound knowledge of first aid (D)
- Knowledge/Understanding of ACEs and how this impacts the children we support (D)

Skills and Qualities (Essential and/or Desirable)

- IT Skills including Word, Excel, Outlook (E)
- Organisational and Administration Skills (E)
- Written and Oral Communication Skills – and in particular the ability to communicate with children in an appropriate way that meets their individual needs (E)
- Team working skills (E)
- Responsibility – the ability to raise issues and take control of a situation (E)
- Self-motivation and flexibility – with the ability to work on own initiative (E)
- Service oriented – eager to take ownership of delivering a high-quality service (E)
- Problem solving – to prioritise and deal effectively with planned and unforeseen eventualities (E)
- Non-judgemental manner that empowers others (E)
- Ability to maintain professional boundaries at all times (E)
- Forward thinking – interested in continual improvement (E)
- Safety Awareness – demonstrate constant vigilance to ensure the safety of residents, staff and volunteers.

Applicants will need to be committed to the aims & objectives of Your Sanctuary and demonstrate our values. Applicants must be able to develop an understanding of domestic abuse and the needs of children & young people affected by domestic abuse. A strong commitment to equal opportunities and the potential to understand particular needs and expectations of children from different backgrounds will be required.

The Your Sanctuary values are:

Compassion – to have an understanding of the experiences of survivors of domestic abuse and others coupled with a determination to support and help

Empowerment – to work alongside survivors and colleague to achieve autonomy, self determination, and space for action

Collaboration – working together with survivors, colleagues, agencies and the wider community to achieve our aims

Non-judgemental – to be accepting, understanding and respectful of other's experiences, decisions and values

It is important that the post holder has the required personal attributes and holds values and ethics in line with those held by the organisation; therefore an applicant with the willingness to learn and be flexible may still be considered if they have qualities which do not directly match all of the above criteria.

Please note that Your Sanctuary will require an Enhanced DBS check for this post and candidates must also satisfy the interview panel that they have an objective distance from any personal experience of violence/abuse.