Job Description – Floating Support Worker

Reporting to:	Adult Community Services Manager/Team Lead and Refuge Service Manager/Team Lead
Location:	Woking, Surrey
Salary:	£18,576 pa (£26,750 per annum FTE).
Working Hours:	25 hours per week
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 provide person-centred and trauma informed support to survivors of domestic abuse as required across the Adult Community and Refuge Services. Please refer to both the full Outreach Worker job description and the Refuge Support Worker job descriptions for further information.

Direct work with Clients

- Providing skilled practical help and emotional support to enable survivors to reach an informed decision regarding their future including conducting risk assessments, producing emergency safety plans, writing support plans and liaising with statutory and other agencies.
- Informing clients of their rights and options – giving safety planning advice and explaining the effectiveness of criminal and civil court sanctions that may be available.
- Enabling and encouraging clients to access relevant services to ensure their safety and wellbeing e.g. legal services, housing and benefits agencies, education, health, counselling etc.
- Assessing risk and the implications of this, involving other agencies as appropriate.

- Being mindful at all times of the safety of clients, volunteers, colleagues and yourself.
- Working within national and county guidelines especially in relation to good working practices.
- Facilitating group work programmes.
- When required, help to prepare rooms for new residents arriving in refuge.
- Taking part in the provision of the Your Sanctuary helpline service when required.

Inter-agency Work

- Work with Police, the local authority, children and adult social services, Education, Health, Youth Services and the voluntary sector to ensure clear referral pathways and to support multi-agency working.
- Support the local MARAC (Multi Agency Risk Assessment Conference) through appropriate information sharing, referral and research.
- Deliver presentations /workshops and work creatively in order to raise awareness of Your Sanctuary services and the issues around domestic abuse with other agencies, organisations and professionals to improve responses to victims.

Administration

- Maintain relevant records about clients and ensure such records are kept up to date. Adhere to the requirements of the General Data Protection Regulations (GDPR), and Your Sanctuary policies and procedures.
- Undertake general office duties, letter writing, filing etc.
- Maintain relevant service user statistics as required by Your Sanctuary leadership team, colleagues, funders and others.
- Ensure continual awareness of developments in legislation and policy which are relevant to the needs of clients, and have a commitment to continual professional development.
- Contribute to the preparation of the monthly management report and other reporting as required.

Health and Safety

- At all times to work in a safe and efficient manner, be aware of Your Sanctuary's health and safety policies.
- Where appropriate, participate in addressing the risks identified in the health and safety annual audit.

Working with Volunteers

- Support and encourage volunteers who assist in the delivery of the outreach and helpline service, providing appropriate feedback as required.

Internal participation

- Regularly attend and participate in staff team meetings and inform colleagues who cannot attend of agreed outcomes and actions.

Performance and Development

- Be individually responsible for achieving measurable quality in designated areas of performance as allocated by the Service/Team Lead. Currently these include the Surrey County Council Service Level Agreement, Your Sanctuary outcomes framework and National Service Standards (e.g. Women's Aid, SafeLives).
- Identify possible areas of development within the service and bring these to the attention of the Team Lead and Leadership team assisting with their creative development and implementation as part of the outreach team.

Other duties

- Undertake any other duties as required commensurate with the post
- Provide continuity to all our services in the case of staff absences

Person Specification

Demonstrate Your Sanctuary Team Values

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

Essential (E) Desirable (D)

Experience

- Experience of working with survivors or individuals affected by trauma (E)
- Of working in a field related to domestic abuse (E)
- Of undertaking risk assessments and safety planning (E)
- Of producing person centred support plans (E)
- Of acting as an advocate (E)
- Of working in partnership with outside agencies (E)
- Of giving advice on housing, benefit and legal issues (D)
- Of involving clients in the organisation and management of the service (D)

Knowledge

- Knowledge and awareness of the issues relating to domestic violence (E)
- Of court/legal proceedings as they apply to issues relating to domestic violence (E)
- Of safeguarding best practice and legislation (E)
- Of benefit law and practice (D)
- Of housing law and practice (D)
- Of Social Services law and practice (D)

- Of relevant legal processes (D)
- Of equality issues generally and those relating to victims (E)
- Of alternative sources of support for survivors (E)
- Understanding of the diverse needs of survivors (E)
- Understanding of professional boundaries (E)

Skills

- Administrative skills (E)
- Communication skills both written and oral (E)
- Listening skills (E)
- Ability to provide support in person and over the telephone to clients (E)
- Public relation skills (E)
- Ability to share information, knowledge and responsibilities with co-workers (E)
- Ability to work as part of a team and individually (E)
- Ability to remain calm in stressful situations and to successfully respond to and manage conflict (E)
- A relevant qualification e.g. SafeLives IDVA, or Women's Aid qualification (D)
- Ability to be non-judgemental, empathetic and empowering (E)
- Ability to speak other languages (D)

Other

- Support the aim and principles of Your Sanctuary (E)
- Commitment to equal opportunities and impact of this on our service (E)
- Commitment to issues of confidentiality (E)
- Ability to work flexible hours including undertaking on call duties (E)
- Ability to drive and own a reliable car (E)

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.