

## JOB DESCRIPTION

<b>POST TITLE</b>	Domestic Abuse Refuge Practitioner
<b>HOURS</b>	37.5 hours per week plus on call rota duty
<b>SALARY</b>	£21,962 per annum
<b>DURATION</b>	Permanent
<b>LOCATION</b>	Thurrock, Essex
<b>RESPONSIBLE FOR</b>	No direct line reports

### JOB PURPOSE:

The post holder will be responsible for delivering high standards of support and advocacy for women and their children resident in Changing Pathways refuge accommodation. The post holder will be responsible for providing holistic support for their service users ensuring their safety, well-being and recovery from domestic abuse.

### MAIN DUTIES:

- Work with refuge colleagues to manage new referrals for vacant refuge spaces within the site, ensuring the suitability of new residents for refuge space.
- Actively manage a caseload of individuals based in refuge accommodation who are or have experienced domestic abuse, working with individuals to reduce their risk, increase their safety and improve their well-being.
- Complete risk assessments with individuals using the Safe Lives DASH and make referrals to the local MARAC as necessary.
- Support individuals to plan for their safety, completing safety plans as necessary.
- Work with service users to holistically assess their individual needs and formulate and regularly review a support plan to achieve positive outcomes.

- Support and advocate for individuals in a range of areas including but not limited to: safety; risk; housing; finances and budgeting; legal and civil orders; parenting; children; physical and mental health and/or drug and alcohol issues.
- Work with service users and advocate on their behalf to secure suitable move on housing solutions.
- Support refuge residents with applications for housing and other welfare benefit claims and collect amenities and other rent chargers from residents on a weekly basis.
- Work in a manner which ensures cultural sensitivity, addresses discrimination and other barriers to accessing service.
- Identify safeguarding concerns and report any concerns immediately to duty manager and follow organisational procedures for reporting to social services as necessary.
- Support and advocate for service users at meetings including core groups and team around the child.
- Deliver group work and facilitate service user led activities including consultation as required.
- Represent the organisation at external partnership meetings including MARAC and other multi-agency meetings.
- Ensure the timely and accurate input of service user data into the organisation's case management system and all other administrative duties associated with the role.
- Prepare regular monitoring reports as required by funder and contribute to internal monitoring procedures as required.
- Work with the Facilities Lead to ensure the highest standards of health and safety are maintained across all sites and report any issues as a matter of urgency.
- Ensure VOID bed spaces are cleaned and prepared for advertisement for new referrals within a timely manner, working with the Facilities Lead to achieve this.

- Participate in regular management supervision, case reviews, clinical and group supervision to ensure the highest standards of support and advocacy.
- Maintain strict organisational confidentiality, professional boundaries and security procedures.
- Participate in out of hours on call service on a rota basis.

#### **GENERAL:**

1. Identify own training and development needs and participate in all training courses relevant to the Changing Pathway's commitment to providing high quality services.
2. Work at all times with due regard to the policies and procedures of Changing Pathways, including financial regulations, participating in their development and amendment where required.
3. Willingness to work outside normal working hours including evenings and weekends and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.

#### **OTHER:**

1. The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six month probationary period.
3. Must be mobile to visit sites and work across the whole contract area as required.
4. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

## PERSON SPECIFICATION

<b>EXPERIENCE</b>		
<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>Assessed?</b>
Experience of working with individuals experiencing domestic violence and abuse	E	Application Form/Interview
Experience of managing a caseload of individuals, assessing their needs and formulating support plans	E	Application Form/Interview
Experience of completing Safe Lives DASH risk assessments, making referrals and attending MARAC	E	Application Form/Interview
Experience of working in a women's refuge or supported housing environment	E	Application Form/Interview
Experience of identifying safeguarding concerns and reporting concerns in line with local procedures	E	Application Form/Interview
Experience of multi-agency partnership working and representing organisations at external meetings and conferences	E	Application Form/Interview
Experience of working with individuals with complex needs such as drug or alcohol issues and/or poor mental health	D	Application Form/Interview
<b>KNOWLEDGE AND UNDERSTANDING</b>		
<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>Assessed?</b>
Excellent understanding of all inter personal violence (including the Power and Control Wheel)	E	Application Form/Interview
Good understanding of the impact of domestic abuse on children and young people	E	Application Form/Interview
Excellent understanding of Housing Law and the ability to translate this knowledge to the benefit of service users	E	Application Form/Interview
Comprehensive knowledge of current welfare rights legislation and its impact on individuals leaving abusive relationships	E	Application Form/Interview
Good knowledge of the criminal justice system and civil and legal orders available to victims of domestic abuse	E	Application Form/Interview
Comprehensive knowledge of safeguarding procedures and how to recognise types of abuse including neglect and physical harm	E	Application Form/Interview

Good understanding of correct and effective information sharing between agencies	E	Application Form/Interview
Knowledge of local support services for individuals living in the Thurrock and South Essex	D	Application Form/Interview
<b>SKILLS AND ABILITIES</b>		
<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>Assessed?</b>
Ability to work in a manner that empowers service users to make decisions and choices about their recovery from domestic abuse	E	Application Form/Interview
Highly skilled in making sound judgements in crisis and difficult situations	E	Application Form/Interview
Ability to work in a flexible and responsive manner whilst prioritising work within a busy environment	E	Application Form/Interview
Excellent communication skills and the ability to work in a confidential manner	E	Application Form/Interview
Able to develop, sustain and evaluate joint partnership work between agencies to obtain positive outcomes for service users	E	Application Form/Interview
Good IT skills including the ability to use Microsoft Office and organisational case management databases	E	Application Form/Interview
<b>EDUCATION</b>		
<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>Assessed?</b>
A good standard of general education	E	Application Form
A Save Lives IDVA or Women's Aid DAPA qualification or other social work/care, housing, counselling qualification	D	Application Form
<b>OTHER</b>		
<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>Assessed?</b>
Commitment to equal opportunities and anti-discriminatory practice	E	Application Form/Interview
Willingness to undertake training and a commitment to continuous personal development	E	Application Form/Interview
Willingness to work flexibly and able to travel to different sites and venues	E	Application Form/Interview

<b>Employee Signature</b>		<b>Date</b>	
<b>Manager Signature</b>		<b>Date</b>	

