



## Evening Assistant DA Support Worker

WHAG is a leading charity delivering quality support services to women, men and their families who are affected by domestic abuse, homelessness, and young parents across the of Northwest England. Improving the safety and life opportunities of the people who use our services and supporting them in their recovery.

We support the people we work with to overcome the experiences they have had. We empower them to build up the skills and resources they need to take control of their own lives, access a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff WHAG delivers Healthy relationship training to employers and schools to assist in the education and prevention of Domestic abuse.

**Our Vision** - To support and empower vulnerable women and those affected by domestic abuse.

**Our Mission** - End Domestic Abuse, Homelessness, and relationship breakdown.

**Our Values** - Empowerment, Choice, Change, Strength

**Guiding Principles** - Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future.

|                                                                                                            |
|------------------------------------------------------------------------------------------------------------|
| Be non-judgmental and supportive at all times.                                                             |
| Ensure trauma-informed, flexible support is accessible to all those in need                                |
| Support individuals to take responsibility and accountability for their actions                            |
| Support individuals, partners, and families to live independently within the community of their choosing.  |
| Help develop new knowledge and create new skills for individuals and families to make better life choices. |
| Provide positive alternatives to current services and resources available in a community.                  |

**WHAG** has a strong values base, embedding, empowerment, choice, strength and change into our organisation. We are looking for staff that can deliver person-centred, trauma-informed services, are innovative, trustworthy, can do, self-motivated and excellent at all times, so it is important that you are as passionate about these principles as we are.

## JOB DESCRIPTION

|                        |                                                                                                                        |
|------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>      | Evening assistant DA Support Worker                                                                                    |
| <b>Reports to:</b>     | Rochdale – DA Safe Accommodation Team Lead and ultimately the CEO                                                      |
| <b>Location</b>        | Rochdale Domestic abuse service – Although may be expected to work across the organisation to maintain service levels. |
| <b>Responsible for</b> | Evening Support and delivery within Rochdale DA Service                                                                |
| <b>Date Reviewed</b>   | July 2024                                                                                                              |

### Overall Aim

- To be accountable and responsible for the effective trauma informed, person centred support and empowerment of clients within core and dispersed safe accommodation, and resettlement.
- To deliver front line services during evening hours to the highest quality, using reflection to improve practice and outcomes.
- To ensure that the delivery of the service to clients, funders and stake holders is underpinned by a commitment to anti-discriminatory practice and equality of opportunity.
- To ensure the service is delivered to a high standard following WHAG policy and procedure paying particular attention to: H&S, Child and Adult Safeguarding, professional boundaries, and confidentiality practice.

### Requirements

- Relevant qualification Housing/ Domestic abuse, IDVA, ISVA or equivalent to Diploma/ Degree/NVQ 3 or equivalent work level experience and the willingness to achieve a level 3 relevant qualification.
- Ability to work across WHAG's contract area and travel for training and meeting purposes.
- Access to a car for work purposes is desirable.
- Ability to work flexible hours including evenings and weekends as part of a rolling rota/ when required.

### Job Description

The list does not cover the full scope of tasks and responsibilities of Evening assistant DA support worker but illustrates some of the areas of emphasis for this post.



## Key Objectives

- To be accountable and responsible to the team lead, Operations Manager and ultimately the Chief Executive Officer (CEO) for the effective support, empowerment, and advancement of clients.
- To provide clients with assistance and support as required in a safe and secure environment and assist them to reach planned goals.
- To work with clients on a one-to-one basis and group work delivery to assist them to make informed choices and remain safe.
- To ensure the working environment meets health and safety requirements.
- To work with clients to promote independence and safety underpinned by WHAGs values, Empowerment, choice, change and strength.
- To ensure the service is delivered to a high standard following WHAG policy and procedure paying particular attention to: H&S, Child and Adult Safeguarding and confidentiality practice.

## Key Tasks and Responsibilities

- To accept new referrals and complete move in procedures for new clients, including supporting flat turnarounds, cleaning, and re-stock to ensure we do not delay entry to safe accommodation for any referral.
- Ensure the upkeep and security of the building and take responsibility for any cash and equipment.
- Maintaining an understanding and awareness of and adhering to all support plans and risk assessments and to update the Domestic Abuse support worker (DASW) of changes to risk or incidents.
- To provide feedback to the DASW regarding tenant's SMART plans and aims achieved, recorded documentation on client database.
- To complete risk assessments for activities both 1-1 and group work, incorporating safety planning, reviewing on a regular basis.
- To work with clients and other staff to devise an annual plan for client involvement, to actively engage the individuals and families within the Rochdale DA safe accommodation service, promoting lived experience involvement in service delivery and improvement.
- Facilitate evening group work and promote, monitor and evaluate involvement sessions in conjunction with the people using our services.
- To work in-line with the project's budget, adhering to financial policies and procedures.
- To monitor the security and safety of WHAG premises on an ongoing basis, including CCTV, front door entry system and alarm system.
- To be responsible and accountable for the efficient recording, storing and maintaining of client records including contact notes, correspondence, incident reporting, handovers, risk updates and outcomes achieved.
- Record and manage any anti-social behaviour or neighbor nuisance and respond appropriately according to escalation procedure.
- Address any instances of non-engagement or perceived obstacles to support via a trauma informed approach.
- To actively promote the service and the organisation.
- To ensure GDPR, Confidentiality and professional boundaries are upheld in all aspects of daily practice.



## Responsibilities shared with all staff

- To ensure that the values and principles underlying WHAG's services are maintained and developed.
- To participate in annual appraisal, regular in-house and clinical supervision and help in identifying your own job-related development and training needs.
- To work at times other than office hours to attend meetings, participate in networks, fundraising events and ensuring that the service is accessible.
- To undertake any other duties that may be required which are appropriate to your role.
- To be committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff and volunteers to share this commitment.

## Person Specification

| Experience and Knowledge of                                                                                                                                                                   | Essential | Desirable |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| Relevant qualification Domestic abuse, IDVA, ISVA or equivalent to Diploma/ Degree/NVQ 3 or equivalent work level experience and the willingness to achieve a level 3 relevant qualification. |           | X         |
| An extensive understanding of individuals and families, who have or are experiencing domestic abuse.                                                                                          | X         |           |
| Knowledge of working as part of a team, working on own initiative and managing time effectively.                                                                                              |           | X         |
| Ability and knowledge of planning, promoting, delivering group sessions with evaluation.                                                                                                      |           | X         |
| Knowledge of providing support on agreed outcomes of assessment support plans.                                                                                                                | X         |           |
| Knowledge of assessing and implementing risk assessments, including DASH Ric.                                                                                                                 | X         |           |
| Knowledge of, and commitment to, equal opportunities with regard to colleagues and service users.                                                                                             | X         |           |
| Experience of trauma informed working, recognising support required around mental health, substance misuse issues, sex work and exploitation.                                                 |           | X         |
| Knowledge of the impact of multiple disadvantages, complex support needs, and homelessness.                                                                                                   |           | X         |
| Knowledge of welfare benefits and relative legislation.                                                                                                                                       | X         |           |
| Knowledge of health and safety relating to lone working.                                                                                                                                      | X         |           |
| Housekeeping skills/ Experience of practical move in processes for accommodation services                                                                                                     |           | X         |
| Knowledge and ability to assess and respond to safeguarding concerns in relation to children and vulnerable adults.                                                                           | X         |           |
| Experience of support delivery in Safe accommodation, supported accommodation and/or within community settings.                                                                               |           | X         |



|                                                                                                                                                    |   |   |
|----------------------------------------------------------------------------------------------------------------------------------------------------|---|---|
| Ability to communicate clearly, verbally and in writing in a confident and professional manner.                                                    | X |   |
| Ability to liaise confidently and appropriately with other local agencies on behalf of clients and WHAG.                                           | X |   |
| Computer literacy – experience clear documentation on client database.                                                                             | X |   |
| Experience of innovative engagement in capturing the voice of those with lived experience                                                          |   | X |
| Any of the following qualifications/Delivery: Freedom Programme, Gateway, Recovery Toolkit, Healthy relationships, Counselling, Train the trainer. |   | X |
| Experience of working within the voluntary sector.                                                                                                 |   | X |

## Other Information

| Principle Terms and Conditions |                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Salary:</b>                 | £18,604                                                                                                                                                                                                                                                                                                                                                        |
| <b>Hours Per Week:</b>         | 16.33 Hrs average per week – Based on rolling 3 week rota.                                                                                                                                                                                                                                                                                                     |
| <b>Annual Leave:</b>           | 25 days per annum rising to 28 + 8 Bank Holidays (Pro Rata)                                                                                                                                                                                                                                                                                                    |
| <b>DBS</b>                     | Valid DBS                                                                                                                                                                                                                                                                                                                                                      |
| <b>Car user</b>                | <p>The role holder ideally should have access to a car. Business mileage is payable from an agreed base.</p> <p>The role holder must possess a full current driving license, road fund license and business use</p> <p>Insurance and MOT, providing proof when requested. The role holder must ensure the car is maintained and in a roadworthy condition.</p> |
| Benefits                       |                                                                                                                                                                                                                                                                                                                                                                |
| <b>Pension:</b>                | WHAG operates an auto enrolment pension plan, which all employees are enrolled after 3-month probation period via NEST. WHAG contribute to this pension in line with legislation.                                                                                                                                                                              |
| <b>Health Plan</b>             | <p>WHAG operate a health plan for all employees after completion of their probationary period.</p> <p><b>This includes</b></p> <ul style="list-style-type: none"> <li>Free eye testing</li> <li>Access to counselling</li> <li>Reduced gym membership</li> </ul>                                                                                               |
| <b>Hospital Appointments</b>   | 5 hours (pro rata) for hospital appointments                                                                                                                                                                                                                                                                                                                   |



|                                  |                                                                                         |
|----------------------------------|-----------------------------------------------------------------------------------------|
| <b>Bike to work scheme</b>       | WHAG operate a bike to work scheme.                                                     |
| <b>Tech Scheme</b>               | WHAG operate a salary sacrifice tech scheme.<br>This includes all products from Curry's |
| <b>Christmas saving scheme</b>   | Save January – November                                                                 |
| <b>Flexi for non-rotas posts</b> | (core hours 10.00-3.30)                                                                 |
| <b>Holiday Purchase</b>          | One week                                                                                |
| <b>Discounts</b>                 | Access to charity worker discounts                                                      |

I confirm that I have read and understood this document

Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_