Cheshire west and Chester – Domestic Abuse support worker

WHAG was set up to provide accommodation and support to homeless vulnerable women in Rochdale. At the time there was no other support for women in Rochdale.

Forty five years later WHAG is a leading charity delivering quality support services to homeless women, and young parents and women, men and their families who are affected by domestic abuse, across North West England. Improving the safety and life opportunities of our service users and supporting them in their recovery.

We strive to empower the people we support to build up the skills and resources they need to take on 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-judgemental 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	
Job Title:	Domestic Abuse Support Worker
Reports to:	Cheshire west and Chester – CWaC Dispersed, complex needs and resettlement Team Lead and ultimately the CEO
Location	CWaC - Domestic abuse service – Although may be expected to work across the organisation to maintain service levels.
Responsible for	Support and delivery within CWaC domestic abuse service, across community dispersed safe accommodation, including complex needs and resettlement.
Date Reviewed	May 2024

Overall Aim

- To be accountable and responsible for the effective trauma informed, person centred support and empowerment of clients within dispersed safe accommodation, and resettlement.
- To deliver front line services 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 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.
- 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 Domestic abuse 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 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.

Key Tasks and Responsibilities

- To triage, accept and action new referrals – including move in/on procedures for new clients within the CWaC Dispersed Safe accommodation model, and resettlement.
- Provide keyworker support, from client allocation in conjunction with the team lead and allocation guidelines.
- Awareness of fluctuation and demand of service caseloads, WHAG frontline services operate to a maximum of 15 allocated cases at any one time, dependent on service contract requirements.
- To assess the needs of all clients using the appropriate paperwork, in conjunction with them, devise a SMART plan to address identified need.
- To ensure housing benefit is claimed efficiently and rent payments are received for duration of stay.
- To assess the risks of all clients, and complete risk management plans to address any risks identified and DASH, reviewing risk on a regular basis.
- To make identified referrals and work in a cooperative manner with all relevant agencies in the best interests of the client and their children.
- 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.
- Where necessary, ending a license agreement with a client in conjunction with the team lead, operations manager and/or head of operations.
- To be responsible and accountable for the efficient recording, storing, and maintaining of client records including contact notes, correspondence, SMART plans, risk management plans and outcomes achieved.
- To ensure GDPR, Confidentiality and professional boundaries are upheld in all aspects of daily practice.
- To actively engage the individuals and families within the CWaC DA safe accommodation service, promoting lived experience involvement in service delivery and improvement.
- Proactive approach to delivery of weekly resident meetings, devising groupwork and delivering recognised DA programmes via 1-1 or group provision within allocated community provision.

- To have a thorough knowledge and understanding of the Domestic abuse act, keeping up to date with key DA legislation, legal orders, and safeguarding.
- To support and supervise volunteers or students supporting the CWaC DA safe accommodation service.

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	
Knowledge in devising needs assessment support plans and providing support in relation to these.	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	
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
Knowledge of outcomes based assessments.		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

Principle Terms and Conditions	
Salary:	£27825
Hours Per Week:	36 hours per week
Annual Leave:	25 days per annum rising to 30 + 8 Bank Holidays (Pro Rata)
DBS	Valid DBS
Car user	Regular travelling is required. The role holder must have access to a car. Business mileage is payable from an agreed base. The role holder must possess a full current driving license, road fund license and business use Insurance and MOT, providing proof when requested. The role holder must ensure the car is maintained and in a roadworthy condition.
Benefits	
£	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.
Health Plan	WHAG operate a health plan for all employees after completion of one month's employment. **For example this includes:** Free eye testing Access to counselling Reduced dental costs Reduced gym membership
Bike to work scheme	WHAG operate a bike to work scheme.
Hospital Appointments	5 hours (pro rata) for hospital appointments
Tech Scheme	WHAG operate a salary sacrifice tech scheme. This includes all products from Curry's and IKEA
Christmas saving scheme	Saving from January – November
Flexi for non-rota posts	(Core hours 10.00 am -3.30 pm)
Holiday Purchase	One week
Holiday Sale	One week
Long Service recognised	Employee rewards
Discounts	Access to charity worker discounts
Parking	Free parking at projects
Bonus payment for introducing new employees	Up to £1000