

**PERSON SPECIFICATION**

**FEMALE SUPPORT WORKER: DOMESTIC ABUSE SAFE HOUSE**

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|  | Essential | Desirable |
| Skills | * Numeracy and literacy to GCSE level/NVQ 2 or equivalent * The ability to undertake effective casework management and support planning with evidence of a methodical and well organised approach to work * Ability to work in partnership with a wide range of statutory and voluntary agencies, to achieve outcomes for service users * The ability to provide respectful, non-judgemental, and confidential support to women and their children. * The ability to encourage women to take control of their lives and set realistic objectives and goals. * Maintaining professional boundaries, show resilience and reliability under pressure * Ability to work as part of a team demonstrating a flexible approach including a commitment to being part of a rota and on-call system * Ability to maintain accurate and up-to-date records and to communicate with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software | * Ability to apply psychologically informed practice * Ability to work with a recovery focused approach |
| Experience | * Proven experience of working with women who have survived domestic abuse * Proven experience working in homelessness / supported housing sector providing support in shared or self-contained accommodation * Experience of assessing the risks and needs of vulnerable women who have experienced domestic abuse and/or complex needs, additional barriers such as age and learning difficulties. * The ability to deal with and diffuse crisis and emergency situations in a professional and effective manner. * Demonstrable experience of being proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues * Able to work on own initiative. | * Experience of delivering women only services * Experience of working with victims of sexual violence * Experience of delivering group work and / or training * Experience working with people with mental health needs, substance misuse , other complex needs |
| Knowledge | * Demonstrable understanding of the diverse needs of women and children experiencing domestic violence and the discrimination issues as they relate to women escaping domestic violence. * Knowledge of criminal and civil legal remedies relating to domestic abuse * Knowledge of Domestic Abuse risk assessment tools including DASH and the MARAC process * Knowledge of housing management procedures * Knowledge of health and safety issues specific to women fleeing domestic abuse and supported housing * A thorough understanding of safeguarding relating to vulnerable adults and children, including how and when to report concerns * Up to date knowledge of the welfare benefits system and the ability to ensure service users maximise their benefit entitlement | * Knowledge of mental health legislation * Knowledge of housing legislation |
| Values | * A commitment to the Victim’s Code of Practice * An understanding and commitment to meeting the needs of vulnerable women * Commitment to diversity and equal opportunities at work * Commitment to service user participation and involvement |  |
| Other | * Be available and committed to be part of the out of hours on call rota and work flexibly including some evening and Saturday mornings on a rota basis * A current, full driving licence and access to appropriate motorised transport |  |

***Next Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***

***Next Link is committed to Equal Opportunities.***

***\*Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement).***