

**NEXT LINK JOB DESCRIPTION**

**Post: Female Community Outreach Worker**

**Responsible to: Community Outreach Service Manager**

**Hours: 15 hours per week (Thursday and Friday)**

**Includes participation on out of hours telephone on-call rota and some evening and Saturday working**

**Salary: Point 12 £28,598 per annum pro rata**

**JOB PURPOSE:**

This post will work within an integrated team within Next Link Domestic abuse services.

Providing a co-ordinated package of emotional and practical support, advice and advocacy to survivors of domestic violence and their children, who are:

* living in the community
* in abusive relationships and want support to leave

The role involves empowering survivors to increase their options, make positive choices/decisions, increase their confidence, safety and recovery.

**MAIN OBJECTIVES:**

* To establish and maintain support to women and their children, with a victim centred approach, focussing on safety and recovery and ensure service users:
* Are safer
* Feel safer
* Feel more empowered and confident
* Have an increased understanding of DA and risk factors
* Are more aware of safety measures; and
* Have an increased understanding of the abuse they are experiencing
* Providing outreach, resettlement and tenancy sustainment support enabling women in the community to safely maintain their current accommodation, access alternative housing, welfare benefits, legal advice and support services.
* Maintain an effective support service with the aim of enabling the survivor and her children to develop the skills and resources necessary to move on and maintain independence and self-reliance.
* Champion service user empowerment and involvement by ensuring our services:
* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our service
* Have a Think Family approach
* To liaise effectively and collaboratively with all appropriate agencies and community groups to ensure the best access to services and meaningful community engagement for service users

## PRINCIPAL RESPONSIBILITIES

1. **Referrals and Assessments**
   1. Promote the service through building positive relationships with current, potential referrers and service users to ensure a steady flow of appropriate referrals.
   2. To carry out risk assessments including DASH, co-produce safety plans with the client’s, regularly review the plans, enabling women to assess and manage risk to their own and their children’s safety. Amend plans as appropriate when circumstances change and refer women to MARAC when appropriate.
   3. Carry out needs assessments which effectively establish the support needs of families and enable support to be offered as quickly as possible. Respond flexibly as the individuals or family’s needs and risks change
   4. Where relevant, refer children and young people needing additional specialist support to the Family Workers.
   5. When appropriate, using our established protocols, make referrals to ROADS for a fast track Substance Misuse enhanced service and Bristol Mental Health services for a mental health assessment.
   6. Liaise closely with applicant and referral agencies and keep informed of progress and outcome of their referral/assessment.
2. **Support**
   1. In conjunction with the service user/family complete the empowerment star and draw up a support plan. Ensure your work with service users is recovery focused and strengths based, supporting women in a creative, consistent and assertive way to ensure positive outcomes are achieved. Review the support plan regularly and record changes agreed.
   2. Ensure that women currently living in abusive situations are aware of their rights and options. Give safety-planning advice and explain the effectiveness of criminal and civil sanctions available to her
   3. Enable and encourage families to take advantage of all services relevant to their safety such as legal advice, housing and benefits rights, education, medical treatment, counselling etc. Assist clients in gaining access to solicitors, benefits agencies, housing departments, education, medical treatment, counselling etc.
   4. To work in partnership with other agencies e.g. the police, local authority, health, social services, education, youth service and the voluntary sector to ensure efficient mechanisms for referrals and to advocate for survivors to ensure their needs are met.
   5. To have a Think Family Approach by ensuring:

* Children and Young People’s voice is central to informing services
* Addresses safety, educational, health and emotional needs
* Supports them understand their experience
* Equips them with skills to recover and grow up to form positive, equal, safe relationships.
  1. To maintain knowledge of local services, encourage engagement and reduce the families’ isolation.
  2. Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other hard to reach groups.
  3. Maintain an up to date working knowledge of housing legislation, housing and welfare legislation and the welfare benefit system.
  4. Carry out a financial assessment for each service user assisting them to maximise their income, address debts, budget and pay bills and support them to make appropriate welfare benefit claims.
  5. Provide support as part of an integrated approach, by working closely with specialist statutory and/or voluntary agencies such as mental health, criminal justice, homelessness, ROADS services, probation, to ensure access and engagement with other services is maximised, according to the agreed support package.
  6. Provide recovery orientated support, psychologically informed interventions and practical support to individual women on caseload.
  7. Deliver group work activities, including accredited training, to service users to enable the development of skills and confidence to maximise independence and wellbeing.
  8. Safeguard the welfare of children, young people and adults at risk; working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk. Monitor all safeguarding concerns and make appropriate referrals to First Response/Care Direct as necessary
  9. Respond to emergency and crisis situations by providing support, advice, signposting or direct interventions as necessary.
  10. At an appropriate time and in a planned way, negotiate and agree with service user the planned withdrawal of Next Link’s support.

**4. Record keeping and monitoring**

* 1. Maintain up to date, accurate, legible and accessible records of all work and contact with service users, other agencies/professionals and others (e.g. carers, families), ensuring that they meet the requirements of data protection and confidentiality.
  2. Ensure all client records, outcome and monitoring data is accurately recorded using the Paloma case management system and any other record/monitoring systems, prepare any additional information or reports used for the monitoring and evaluation of the services as required.

**5. Developing of self and others**

* 1. Actively participate in regular one-to-one supervision, reflective practice groups, and annual appraisals.
  2. Attend and make a positive contribution to staff / team meetings and to participate in organisational training and development events as required.
  3. Provide support and guidance to trainees, relief/agency workers and volunteers, when required.
  4. Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.

1. **General**
   1. Work within a rota system including regular evening and weekend work and take part in the on-call rota as required.
   2. Provide cover for and assist in the delivery of the Duty telephone helpline
   3. Act as a representative of Next Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate.
   4. Uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
   5. Work flexibly within a team setting; liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
   6. Work within Next Link’s Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
   7. Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
   8. Observe organisations equal opportunities, confidentiality, data protection policies.
   9. Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
   10. Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.
   11. Work within a rota system including regular evening and weekend work and take part in the out of hours on-call rota as required
   12. Provide cover for and assist in the delivery of the Duty Triage telephone helpline

***This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.***

***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).***