

Finding Freedom From Abuse

Role Title	Domestic Abuse Support Worker
Reports to	Head of Refuge
Location	Test Valley
Special conditions	<ul style="list-style-type: none"> • To work outside of normal working hours including participation in the on-call rota. When on call, the role holder needs to be available for work and have access to a car. • The role holder needs to have an objective distance from any personal experience of violence or abuse. • Due to the nature of this role, there is a Genuine Occupational Requirement that only female candidates will be considered.
Role Purpose	To provide high quality support and safety planning to women and children in crisis. This includes enabling women to access housing, welfare, benefits and legal advice. A key requirement is to provide personal welfare support and to ensure that women are provided with a safe, supportive and welcoming environment.

Responsibility Areas	Key Activities
Service delivery	<ul style="list-style-type: none"> • To provide practical and emotional support to survivors of domestic violence and other forms of violence and abuse in accordance with FFFA values. This will include conducting key work sessions on a regular basis and keeping casework records up to date. • To welcome new residents, explain and arrange for them to sign occupancy agreements, ensuring that they are aware of their options for moving on to more permanent accommodation and to develop a proactive move on strategy for individual residents. • To collect rent payments promptly, record properly, and bank within agreed timescales. • To ensure that rooms becoming vacant are re-let as soon as possible, taking all appropriate steps to enable new referrals into the service. • To establish the risks to, and the needs of survivors of, domestic violence and their children through assessing their practical and emotional support needs throughout their stay at the refuge. • To develop individual support and risk management plans which address the risk of harm to survivors of domestic violence and other forms of violence and abuse and their children, and to ensure that such plans are in place for each resident. • To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the service manager, or if unavailable another manager. • To work in partnership with other agencies and to advocate for survivors to ensure their needs are met. • To assess benefit requirements of women escaping domestic violence and other forms of violence and abuse and to ensure prompt take up of housing and other benefits. • To ensure that survivors are aware of their rights to legal protection for themselves and their children, arranging for the provision of legal advice as required and accompany women to appointments if appropriate. • To recognise, respect and address the needs of service-users who face barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBTQ+ communities, disabled people, women with complex needs and other hard to reach groups. • To be an ambassador for FFFA, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic violence and other forms of violence and abuse and their children. • To work within FFFA management system following all policies and procedures. • To provide statistical monitoring or reports as required.

	<ul style="list-style-type: none"> To report any problems/difficulties/complaints to the Head of Refuge and participate in follow up investigations as required. Ensuring that all relevant records are kept accurately and in a timely manner. To write accurate and concise reports and case studies Undertaking administrative and financial tasks and maintaining full records and receipts for all activities. This will include issuing licence agreements, collecting rents and service charges, and assisting women in completing applications for housing and benefits. Help maintain accurate and confidential records using our secure web-based case management database and contribute to monitoring information for the service. To participate in fundraising activities on behalf of finding freedom from abuse To maintain confidentiality and to ensure that professional boundaries are observed when working with residents, staff and external bodies and to work within FFFA Code of Conduct. To participate in the on-call rota, providing 24-hour support over 7 days, to ensure effective out of hours coverage of the service.
Security	<ul style="list-style-type: none"> To maintain the security and well-being of survivors of domestic violence and other forms of violence and abuse and their children within the premises, and to communicate immediately with the Head of Refuge any breaches of security, house rules or occupancy agreements especially where there is concern about safety. To control access to the refuge when on duty and remind residents to keep the building secure when staff are not present. To check efficient working of any entry phone and CCTV systems daily. To ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 2018.
Health and safety	<ul style="list-style-type: none"> To support the management of health, safety and security within a refuge, including carrying out and recording regular fire and health and safety checks, ensuring that fire equipment and fire doors are in working order and not obstructed. To ensure that all equipment provided by FFFA is in safe working order and that periodic testing and maintenance is carried out. To ensure that the accommodation is always attractive and comfortable and that a good standard of hygiene is maintained in the refuge. To carry out cleaning and other light manual duties when required. To arrange and supervise contractors, carrying out maintenance, window cleaning and cleaning of communal areas.
Managing self	<ul style="list-style-type: none"> To promote and support equality and empowerment within all areas of work. To represent and be an ambassador for FFFA, working in partnership internally and externally with other agencies to ensure an effective coordinated community response to survivors of sexual violence and their children. To actively participate in FFFA performance management processes including regular supervisions and development.

Person Specification: The experience, knowledge, skills and attributes needed to carry out the role at a proficient level.

Essential role related qualifications and experience at recruitment
<ul style="list-style-type: none"> Good standard of general education Ability to work at NVQ (or equivalent) level III Further Education Qualification A recognised social work/housing/legal/ counselling or other relevant qualification
Essential role related skills and knowledge at recruitment
<ul style="list-style-type: none"> Experience of providing support to vulnerable people and children under stress. Experience of advocating for vulnerable people and children. Experience of developing new services for victims and survivors of domestic abuse. Working within a multi-agency and legislative framework.

- Demonstrable experience of supporting individuals within the context of a helping environment, both face to face and on the telephone.
- Experience of facilitating support groups and targeted group work.
- Experience of taking personal responsibility for specific projects/work areas, devising work plans and their implementation.
- Experience of working with a diverse range of people, including those experiencing deprivation.
- A working knowledge of the complexities of domestic abuse and its effects on women and children, and the current civil and criminal legislation relating to victims and survivors of domestic abuse e.g. DSS and Housing benefits/ homelessness legislation /injunctions.
- A working knowledge of Key Working, safeguarding and child protection, and supporting complex needs such as mental health, challenging behaviour and substance misuse.
- Ability to develop appropriate, professional, supportive relationships with women and their children, while maintaining professional boundaries.
- Good written and verbal communication skills, and proficient in Microsoft Office, Word, Excel and PowerPoint.

Personal attributes

- Passionate about helping those affected by domestic violence and abuse, and an empathetic and non-judgemental approach to those in crisis.
- Ability to manage, support and motivate staff, and to delegate responsibility and appropriately.
- Ability to prioritise workload and operate without close supervision. Resilience, strength of character and flexibility to deal calmly and with a problem-solving approach in complex, stressful and crisis situations.
- Has a good understanding of how FFFA's values are demonstrated in the role.