

## Job Description

<b>Job Title:</b>	Safe Haven Domestic Abuse caseworker
<b>Reports to:</b>	Operations Manager CEO
<b>Salary:</b>	£21,799 per annum full time equivalent + 3% Pension contribution
<b>Holiday Entitlement:</b>	30 days per annum plus bank holidays
<b>Hours of Work:</b>	Post 1: 18.5 hrs per week over 3 days (salary £10,899) Post 2: 25 hours per week over 5 days (maternity cover until March 2023, salary £14,729)
<b>Work Base:</b>	Some evening & weekend may be required Bolton location with travel across the borough
<b>Background Checks:</b>	Enhanced DBS Check required and professional references covering at least the last two years
<b>Please note:</b>	Due to the nature of this role a full clean driving licence and access to a vehicle will be required.

These posts however are restricted to women applicants only, due to the nature of the role. The Occupational Requirement as permitted under the Equality Act 2010, Schedule 9, and Part 1 Section 7(2) e of the Sex Discrimination Act 1975 apply. This post is exempt from the Rehabilitation of Offenders Act.

### Background:

Paws for Kids (trading name - Endeavour Project) has been operating since 1997 and is an independent Organisation, a Company limited by guarantee and a registered charity affiliated to Women's Aid England.

Located in Bolton, Endeavour Project is a community charity supporting local survivors of Domestic Abuse to move on with their lives, prevent repeated abuse and the indirect or direct effects of domestic abuse on families.

### Role Purpose:

The main purpose of the Safe Haven Project is to:

- Provide trauma informed support to victims of domestic abuse to maximise their safety, independence and wellbeing
- To support these individuals and families to stay in their homes or to resettle in a new home and community.
- To support with access to other specialist support services
- To support the individual with developing problem solving and coping strategies, both in terms of practical problems as well as dealing with their emotions

The Safe Haven Project is open to any person who has been subjected to intimate partner abuse or family abuse with a person over the age of 16 years. The support is open to all sectors of the community regardless of gender, sexuality, ethnicity, age and background.

### **Main Areas of Responsibility:**

In order to further the aims of the Endeavour Project for families who experience Domestic Abuse, the predominant tasks are to:

1. Implement an individualised safety plan/risk assessment and package of support to suit each service user and their family appropriate for their particular situation. This will involve an understanding of the need for a degree of flexibility in working methods.

Such a package of support will include:

- Establishing a positive relationship, trust and rapport with the service user
  - Involving the service user in defining their needs and priorities to be addressed. Ensuring these are monitored and reviewed on each contact
  - Designing a programme of action, coaching and activities to raise confidence and meet needs.
2. Identify, liaise and provide advocacy support to help service users' access other appropriate agencies including housing providers, alcohol and drugs services, mental health support and criminal justice services where appropriate.

This includes:

- Work in conjunction with key agencies ensuring that a multi-agency approach is undertaken as part of the process involved in the assessment and delivery of services.
  - Imparting and developing skills with the service user in preparation for managing independently.
3. To be responsible for ensuring that all procedures relating to the Safe Haven Project are fully understood and implemented, particularly in terms of adult and child safeguarding and protection.
  4. To identify and discuss a suitable follow-on pathway for the service user including counselling and group work based around self-esteem and confidence building.
  5. To plan and manage workload working on own initiative, often in times of crisis, keeping accurate, factual and appropriate records, recording these on the case management system in a timely and professional manner. Ensuring standards and effectiveness of work with service users is consistent and of high quality.
  6. Monitoring: to be responsible for administering the case work and monitoring procedures for The Safe Haven Project. Working with the Operations Manager with the results of any evaluation to develop and improve the service provided.
  7. Future Developmental Work: in conjunction with the Operations Manager and the CEO, to progress the development of the Safe Haven Project in line with the organisations plans. This work will focus on the long-term strategy of expanding the service and maximising funding opportunities.

**Other Tasks:**

1. Liaison: to liaise closely with the Operations Manager and CEO regarding the work and development of the Safe Haven Project. To liaise with all relevant agencies professionally with regards to the project and to promote the work of the Safe Haven Project.
2. Work to equip the service user to set up their own home including applications to local welfare provision and emergency funds.
3. Work to the standards laid down within the bounds of the Policy and Procedures of Endeavour, including Equal Opportunities, Equality & Diversity, Data Protection, Adult Safeguarding, Child Protection and Safeguarding, Health & Safety and core service policies at all times. This is not an exhaustive list and all other policies and procedures within Endeavour must be complied with.
4. To undertake any other tasks and responsibilities as deemed necessary by the Operations Manager or CEO
5. There will be a requirement for continued professional development through attendance at training sessions as and when directed by the Operations Manager or CEO

### Person Specification

The post holder must be highly motivated in supporting and encouraging people experiencing domestic abuse to make informed choices to determine their own future.

**PLEASE NOTE YOU WILL NOT BE SHORTLISTED WITHOUT EVIDENCE OF ALL ESSENTIAL CRITERIA**

**A= Application Form**

**I = Interview**

**T = Test**

Assessed A/I/T	Qualifications and Experience	Essential	Desirable
A	Safe Lives or Women's Aid Domestic Abuse qualification or equivalent qualification in health or social care or trauma-based service.		X
A	Experience in either a paid or voluntary supportive role working with adults and families, demonstrating strong crisis management skills and ability to cope under pressure.		X
	<b>Skills, Knowledge and Experience</b>	<b>Essential</b>	<b>Desirable</b>
A/I/T	Knowledge and understanding of the effects of domestic abuse on adults and children and relevant legislation	X	
A/I	Experience of case management		X
A/I	Previous experience of working with individuals and their families in a supportive capacity either paid or voluntary.	X	
A/I	Understanding and knowledge of principles of undertaking risk assessment, support planning and delivery of services	X	
A/I	Knowledge of Adult and Children Safeguarding principles	X	
A/I	Ability to demonstrate high levels of integrity when handling confidential information and situations	X	
A/I/T	I.T./Computer literate	X	
A/T	Competent Report and letter writing skills	X	
I/T	Excellent verbal communication and negotiation skills	X	
A/I	Experience of multi-agency working and agency representation		X
A/I	Experience of working with individuals in a crisis situation, demonstrating strong crisis management, skills and ability to cope under pressure		X
A	Current, valid driving licence. Access to a suitable vehicle for work purposes	X	

### **Competency/Behaviour**

1. Proactive and self-motivated
2. Compassionate and empathetic
3. Non-Judgemental with a positive attitude
4. Approachable and flexible
5. Committed to continuous improvement
6. Team player
7. Service provisions of a high standard to all users
8. Excellent communication skills at all levels
9. Planning, organisation, and time management
10. Ability to use own initiative