



**JOB PROFILE**

<b>POST:</b>	Domestic Abuse Worker
<b>SALARY:</b>	£23,023 - £23,953
<b>HOURS:</b>	35 per week – to include evening and weekend work
<b>LINE MANAGER</b>	Project Manager
<b>RESPONSIBLE FOR:</b>	No direct reports
<b>DURATION:</b>	Permanent
<b>Funder</b>	

**JOB PURPOSE:**

The post holder will be responsible for identifying and meeting the emotional and practical support needs of victims of domestic violence and abuse referred into the Pankhurst Trust (Incorporating Manchester Women’s Aid). The post holder will advocate on their behalf and provide structured support to enable them to start their journey of recovery. They will co-facilitate the delivery of group work across the city which women can access as well as supporting women to step down to support from the groups and peer mentors as appropriate.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Work with individuals who have experienced domestic violence and abuse through the provision of practical and emotional support.
2. Regularly review needs and risk assessments at point of entry into the service and subsequently at appropriate intervals.
3. Formulate, and review progress, against individual support plans through encouraging service users to set realistic goals, whilst supporting them to make and implement informed decisions regarding their futures.
4. Work with service users to implement actions from MARAC meetings and provide updates on progress to IDVA colleagues within a timely manner.
5. Ensure that client records are input onto PTMWA’s information case management system and that all case files are kept up to date and accurately recorded.
6. Complete written reports and client updates that are appropriate to the audience for which they are written that succinctly present and appraise options and make clear recommendations for action.
7. Provide, or access by sign-posting to other agencies, appropriate information, advocacy, emotional and practical support, in relation to housing, legal, financial and other matters relevant to service users whilst maintaining the organisation’s strict confidentiality procedures.
8. Work effectively with other service providers, agencies and specialist services in order to achieve positive outcomes for service users and to raise awareness of domestic abuse issues through support and training for professionals.
9. Accompany service users, where appropriate, to appointments and meetings with other support services or agencies, including GP surgeries, solicitors and to attend meetings such as Core Groups to support their family.



10. Provide information, advice and assistance in securing suitable accommodation and access to all PTMWA and other community based support services.
11. Undertake a holistic approach to supporting the service user, including supporting their children using assessments, support plans, obtaining education places and completion of CAF where applicable. Also to maintain awareness of child protection / safeguarding issues and report any such concerns to a manager as a matter of urgency.
12. Support the organisation to: continuously meet its contractual requirements; defined service standards are maintained; and compliance with all statutory provision, PTMWA policies and procedures and quality standards such as QAF and OFSTED.
13. Contribute to the monitoring and performance of the service to produce appropriate outcomes for service users
14. Follow strict PTMWA confidentiality procedures for all service users and their families.

**GENERAL:**

1. To work at all times with due regard to the policies and procedures of The Pankhurst Trust (Incorporating Manchester Women’s Aid), including financial regulations, participating in their development and amendment where required.
2. Willingness to work outside normal working hours including evenings and weekends and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.

**OTHER:**

1. The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six-month probationary period.
3. Must be mobile to visit sites and work across the whole city as required.
4. Post is open to women only under the Equality Act 2010, schedule 9, part 1

**PERSON SPECIFICATION**

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED
<b>EDUCATION/QUALIFICATION</b>		
Relevant professional qualification, for example Health and Social Care Level Three or equivalent experience	E	Application Form
<b>EXPERIENCE</b>		
Recent significant experience of undertaking direct work with vulnerable people including experience of working with	E	Application Form/ Interview



people affected by domestic and sexual abuse in a 1:1 or group setting		
Experience of carrying out risk assessments, needs assessments and support planning.	<b>E</b>	Application Form/ Interview
Experience of group development and group facilitation	<b>D</b>	Application Form/ Interview
Experience of completing risk assessments including the safe lives risk assessment and other comprehensive assessments	<b>E</b>	Application Form/ Interview
<b>KNOWLEDGE AND UNDERSTANDING</b>		
An excellent level of understanding of the impact of domestic abuse on individuals and families.	<b>E</b>	Application Form/ Interview
A good level of knowledge and understanding of statutory and legal provision for people experiencing domestic abuse.	<b>E</b>	Application Form/ Interview
General knowledge of welfare benefits, housing options and other appropriate support services.	<b>E</b>	Application Form/ Interview
Understanding and awareness of child protection, vulnerable adult's protection and safeguarding and an understanding of how to make safeguarding referrals.	<b>E</b>	Application Form/ Interview
Good understanding of confidentiality and appropriate personal/professional boundaries.	<b>E</b>	Application Form/ Interview
Understanding of working with service users with complex needs associated with mental health, drugs and/or alcohol.	<b>E</b>	Application Form/ Interview
An understanding of additional barriers to service experienced by women from minority communities.	<b>E</b>	Application form/ Interview
<b>SKILLS AND ABILITIES</b>		
Ability to work in a non-directive and empowering way with service users enabling them to regain independence.	<b>E</b>	Application Form/ Interview
Ability to design, deliver and evaluate creative intervention for young people in a 1:1 or group setting.	<b>E</b>	Application Form/ Interview
Able to work with individuals to understand the impact of domestic abuse on individual and children	<b>E</b>	Application Form/ Interview
Ability to work effectively with partner agencies to obtain appropriate outcomes for service users.	<b>E</b>	Application Form/ Interview
Ability to effectively communicate with a range of people who might not speak English as a first language both on a 1:1 basis and a group basis.	<b>E</b>	Application Form/ Interview
Ability to work on own initiative and prioritise work in a busy environment.	<b>E</b>	Application Form/ Interview
Ability to prepare and present reports in a professional, concise and meaningful manner.	<b>E</b>	Application Form/ Interview



Ability to maintain up-to-date and accurate case files and individual support plans.	E	Application Form/ Interview
Good level of numeracy, literacy, report writing and IT skills.	E	Application Form/ Interview
<b>OTHER</b>		
Commitment to equal opportunities and anti-discriminatory practice.	E	Application Form/ Interview
Willingness to undertake training and a commitment to continuous personal development.	E	Application Form
Willingness to work flexibly and able to travel to different sites and venues.	E	Application Form

<b>POST HOLDER SIGNATURE:</b>		<b>DATE:</b>	
<b>LINE MANAGER SIGNATURE:</b>		<b>DATE:</b>	