

JOB PROFILE

POST:	Specialist/ Senior Domestic Abuse Worker
SALARY:	£28,226 - £30.095
HOURS:	35 per week, may include evening and weekend working
LINE MANAGER	Project Manager
RESPONSIBLE FOR:	Staff-assigned volunteers and student placements
DURATION:	Permanent, subject to funding
LOCATION	City View House

JOB PURPOSE:

The post holder will work with clients within a specified PTMWA project. The post holder will advocate on behalf of clients and their families and other staff to provide a sensible and responsive service. To work in partnership with statutory agencies to ensure a positive outcome for our clients and their families. The postholder will work within a psychologically informed environment using trauma informed practice. They will line manage staff and volunteers ensuring a service of accredited quality standards. The post holder will also ensure the Step2 Recovery Programme and all interventions are delivered to SMART outcomes.

MAIN DUTIES AND RESPONSIBILITIES:

1. Provide effective line management to team members including: recruiting manager duties, absence management, supervision, case reviews and annual appraisal.
2. Manage a rota to ensure service cover from 9am- 7pm.
3. Liaise with the Volunteer Co-ordinator to ensure adequate cover and induct volunteers in Reach protocols to ensure consistency across the service.
4. Provide effective line management to volunteers to maximise retention and ensure a safe, empowering experience in the service.
5. Oversee and support all team members in the effective intake, allocation, risk assessment, needs assessment and SMART support planning for all service users, undertaking case reviews on a 1-2 weekly basis.
6. Ensure all team members input accurate and meaningful data to the organisations case management system in a timely manner thus ensuring that reporting to funders is accurate and reflects the true state of the service.
7. Work with the Monitoring and Evaluation Co-ordinator to monitor the outputs and outcomes of the service against contractual and internal targets taking remedial action when required.
8. Work with the Finance Manager to ensure the project delivers within budget taking remedial action when required and identify areas where spend may be re-allocated if necessary.
9. Effectively manage crisis situations with service users at risk by making appropriate decisions quickly whilst under pressure.
10. Develop and maintain effective partnerships with professionals in relevant housing and support services to ensure PTMWA service users receive the best possible advantage.

11. Support the organisation's complaints procedure by leading investigations where appropriate and implementing action plans for service improvement where necessary.
12. Maintain awareness of vulnerable adult and child protection processes, supporting staff to know when and how to report any such safeguarding issues as a matter of urgency.
13. Support co-production of PTMWA services by ensuring staff are skilled and supported in facilitating Voices Groups and encouraging participation to develop relevant and meaningful services.
14. Contribute to written reports (including monitoring reports for funders) 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.
15. Develop and promote PTMWA's Step2 Recovery programme of groupwork courses to victims and perpetrators and ensure workers and volunteers are well equipped to deliver them successfully.
16. Support co-production of PTMWA services by facilitating Voices Groups and encouraging participation to develop relevant and meaningful services.
17. Take a lead in the development of training to professionals, promoting it effectively and ensuring delivery of best practice workshops.
18. Ensure the delivery of bi-annual DA Champion community events to promote domestic abuse awareness in neighbourhoods.
19. 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.
20. 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 WAFE and Leading Lights.

GENERAL:

1. To follow confidentiality procedures as required by PTMWA and statutory legislation
2. To identify own training and development needs and participate in all training courses relevant to PTMWA's commitment to providing high quality services
3. To work at all times with due regard to all the policies and procedures of PTMWA, both operational and non-operational, and participate in their development and amendment where required
4. To support awareness raising and fundraising efforts by contributing to, and participating in, publicity fairs and other events that promote and enable sustainability of PTMWA's services
5. To be mobile and work across all areas of the city as required

OTHER:

- This post has been assessed and confirmed as open to women only under the Equality Act 2010, schedule 9, part 1

- This post is subject to an enhanced DBS check which will be carried out immediately on completion of a job offer being made and again every 3 years. Failure to engage in the completion of the relevant DBS application may result in the job offer being withdrawn.

This job description attempts to cover the main duties of the post but is not intended to provide an exhaustive list of tasks. The postholder is therefore expected to undertake any other reasonable duties within the scope of the role as specified by their line manager.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED
EDUCATION/QUALIFICATION		
Relevant professional qualification, for example Health and Social Care Level Three or equivalent experience	E	Application Form
A line management qualification, e.g. ILM, or recent relevant experience.	D	Application form/Interview
Training qualification such as "Train the trainer" or PTLLS	D	Application form/Interview
EXPERIENCE		
Recent significant experience of undertaking direct work with vulnerable people including experience of working with people affected by domestic abuse in a 1:1 or group setting	E	Application Form/ Interview
Experience of carrying out risk assessments, needs assessments and support planning.	E	Application Form/ Interview
Experience of line managing staff and/ or volunteers	D	Application Form/ Interview
KNOWLEDGE AND UNDERSTANDING		
An excellent level of understanding of the impact of domestic abuse on individuals and families.	E	Application Form/ Interview
An excellent level of knowledge and understanding of statutory and legal provision for people experiencing domestic abuse.	E	Application Form/ Interview
An understanding of the principles of psychologically informed environments and how these are embedded in practice.	D	Application Form/ Interview
Understanding and awareness of child protection, vulnerable adult's protection and safeguarding and an understanding of how to make safeguarding referrals.	E	Application Form/ Interview
Good understanding of confidentiality and appropriate personal/professional boundaries.	E	Application Form/ Interview
SKILLS AND ABILITIES		
Ability to develop effective relationships with professionals and partner agencies	E	Application Form/ Interview
Ability to work effectively with partner agencies to obtain appropriate outcomes for service users.	E	Application Form/ Interview

**MANCHESTER
WOMEN'S
AID**

Ability to effectively communicate with a range of people who may have language and communication barriers	E	Application Form/ Interview
Ability to work on own initiative and prioritise work in a busy environment	E	Application Form/ Interview
Ability to prepare and present reports in a professional, concise and meaningful manner.	E	Application Form/ Interview
Ability to maintain up-to-date and accurate case files and individual support plans.	E	Application Form/ Interview
OTHER		
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

POST HOLDER SIGNATURE:		DATE:	
LINE MANAGER SIGNATURE:		DATE:	