

Job Description and Person Specification

West Wales Domestic Abuse Service (WWDAS)	
Job Title:	Floating Support Worker (*Female)
Reports to:	Adult and Families Team Manager
Reportees:	This post has no line management responsibilities
Salary and hours:	30 hours per week. £17,500 pro rata per annum plus pension
Location:	Aberystwyth or Cardigan, with some working in the different locations. Travel within the Ceredigion and wider area will be required as and when needed.
Job Purpose:	To provide professional, confidential advice and support to individuals and their children who are being subjected to domestic abuse.
WWDAS places the needs of service users at the heart of everything it does and this is reflected throughout the organisation and its relationships with others.	
Key Responsibilities The postholder is required to work with minimal supervision and to work unsocial hours as part of their working week. They will carry out some or all of the following tasks, depending upon location, qualifications and experience: 1. Clients of The Organisation <ul style="list-style-type: none">• To offer appropriate information, advice and support to people in a timely, confidential and professional manner.• To accept and assess referrals and work with service users in accordance with WWDAS Quality Standards and established policies, procedures and guidelines, maintaining all necessary records (manual and computer).• Empower service users to improve their quality of life by promoting and maintaining independent living for themselves and any dependents they may	

have.

- Provide relevant support in accordance to service users' needs through support and safety planning, risk and needs assessments and through one to one sessions.
- To advise, assist and support service users in accessing services such as housing and social services, welfare benefits, legal services, counselling and other resources such as training and educational opportunities as required.
- Enabling service users to develop skills required for independent living and their broader needs by enabling access to other relevant services.
- To establish close contacts with the various communities and statutory and voluntary organisations in the area.
- To inform good practice and policy development on the causes and effects of domestic violence.
- To develop robust Service User Inclusion including promoting events, networking, fundraising and consulting with service users to ensure that they are fully involved in service review and development.
- Ensuring confidentiality is kept at all times.
- To report any safeguarding related concerns and incidents immediately to the line manager and ensure relevant policies are followed.

2. Administration

- To maintain accurate and up to date detailed case notes and client records in accordance with Data Protection and other legislation, WWDAS policies and procedures and good practice.
- To compile and produce reports including statistics, letters and information packs.
- To respond to correspondence, including email, concerning clients.
- Under delegation from the line manager, to assist in the sourcing of adequate staff and volunteer rota cover.
- To undertake own routine administration e.g. calendars, word processing, filing, archiving in shared computer systems.

3. Human Resources

- To participate in the mentoring and induction of new staff and volunteers.
- To give ongoing support to volunteers and other staff members which includes outreach work.

4. Public Awareness and Publications

- To provide and maintain relevant and current information materials to meet both clients' needs and those members of the public who are interested in our work.
- To be an ambassador of the organisation and identify potential sources of sponsorship and additional income streams.

5. Other

- Encourage and promote a Multi-agency approach of working to ensure the needs of the service users are met to a high quality which will include partnership working within all aspects of service provision including when relevant, support planning.
- To attend and participate in external meetings, forums, etc. as appropriate
- To participate in monitoring of and planning review and evaluation of services.
- To work with volunteers offering professional advice and guidance and assisting with their training and development as required.
- Observes professional etiquette and confidentiality at all times.
- In the absence of staff assists with other duties appropriate to your role.
- The job holder is responsible for her own health and safety.
- The job holder will attend training courses, charity meetings and other team events as required.
- Demonstrates a commitment to equal opportunities and diversity.
- To carry out such other reasonable tasks that may from time to time be allocated.

*Female only under the Occupational Requirement Exception in the Equality Act 2010.

This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the charity.

Person Specification

Knowledge	Essential	Desirable
1. An understanding of violence against women and domestic abuse and how it affects individuals, children	√	

and young people.		
2. Knowledge and understanding of safeguarding issues and ability to address them appropriately.	√	
3. Knowledge of confidentiality, data protection and professional boundaries and willingness to comply with these.	√	
4. Good knowledge of welfare benefits and housing options and legislation related to statutory duty.		√
5. Knowledge of health and safety relevant to role as a Floating Support Worker and working in Service User's homes	√	
Language and Communication		
6. To be able to communicate in Welsh and English – both verbally and in written form.		√
7. Good time management skills.	√	
8. Listening and empathy skills.	√	
9. The importance of managing difficult issues.	√	
10. Good communication skills including written (including report writing), oral and presentations.	√	
11. Good IT skills, especially in Word and email use.	√	
12. Ability to prioritise, work on own initiative and be part of a team, take part in team working and contribute to ensuring the team achieving their objectives.	√	
13. Good attention to detail and organised.	√	
14. Previous experience of using computer-based systems to accurately record work and client details	√	
Qualifications		
15.5 GCSE's Grade A-C including Maths and English or equivalent.	√	
16. Full Clean Driving Licence and access to a vehicle.	√	
Experience		
17. Working with minimal supervision.		√
18. Experience of multi-agency work.	√	
19. Experience of group work skills.		√
Personal Qualities and Commitment		
20. Commitment to equal opportunities and to promoting service users' rights, privacy, dignity, choice and control.	√	

21. Able to work flexibly and to do evening and occasional weekend work.	✓	
22. Be able to demonstrate empathy.	✓	
23. Ability to take part in an on-call rota.	✓	
24. Commitment to equal opportunities.	✓	