

## Job Description and Person Specification

West Wales Domestic Abuse Service (WWDAS)	
<b>Job Title:</b>	Floating Support Worker (*Female)
<b>Reports to:</b>	Adult and Families Team Manager
<b>Reportees:</b>	This post has no line management responsibilities
<b>Salary and hours:</b>	30 hours per week. £17,500 pro rata per annum plus pension
<b>Location:</b>	Cardigan with some working in Aberystwyth. Travel within the Ceredigion and wider area will be required as and when needed.
<b>Job Purpose:</b>	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.	
<p>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:</p> <p><b>1. Clients Of The Organisation</b></p> <ul style="list-style-type: none"><li>• To offer appropriate information, advice and support to people in a timely, confidential and professional manner.</li><li>• To accept and assess referrals related to domestic abuse in accordance with WWDAS Policies and Procedures.</li><li>• To work with service users in accordance with established policies, procedures and guidelines, maintaining all necessary records (manual and computer).</li><li>• To ensure that all relevant WWDAS and service policies and procedures are explained to new service users.</li></ul>	

- To hold regular support sessions with service users in accordance with WWDAS policy and practice.
- 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.
- To provide appropriate emotional support for users.
- To facilitate service users to access a range of specialist agencies e.g. drug/alcohol services, mental health provision and ensure appropriate referral paths.
- To work in close partnership with other appropriate agencies eg. Local authority, police, judicial bodies etc.
- To represent service users at MARAC and other domestic abuse meetings as appropriate.
- To facilitate user meetings, group work programmes and activities for users as appropriate.

## **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 client 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

- To develop, nurture and maintain effective professional relationships with stakeholders and other agencies.
- 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. Good knowledge of Safeguarding issues and willingness to undertake any necessary training.	√	
3. Knowledge of confidentiality and professional boundaries and willingness to comply with these.	√	
4. Knowledge of Data Protection.		√
5. Knowledge of benefits and entitlements related to domestic abuse.		√

6. Knowledge of health and safety.		√
<b>Language and Communication</b>		
7. To be able to communicate in Welsh and English – both verbally and in written form.		√
8. Good time management skills.	√	
9. Listening and empathy skills.	√	
10. The importance of managing difficult issues.	√	
11. Good communication skills including written (including report writing), oral and presentations.	√	
12. Good IT skills, especially in Word and email use.	√	
13. 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.	√	
14. Good attention to detail and organised.	√	
15. Previous use of a client database.		√
<b>Qualifications</b>		
16. 5 GCSE's Grade A-C including Maths and English or equivalent.	√	
17. Full Clean Driving Licence and access to a vehicle.	√	
<b>Experience</b>		
18. Working with minimal supervision.		√
19. Experience of multi-agency work.		√
20. Experience of group work skills.		√
<b>Personal Qualities and Commitment</b>		
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. Access to a vehicle for work purposes.	√	
25. Commitment to equal opportunities.	√	