

Job Description and Person Specification

Job Title:	Support Worker (*Female)
Reports to:	Adult and Families Senior Practitioner
Reportees:	This post has no line management responsibilities
Salary and hours:	30 hours per week £22,100-£22,500 per annum (FTE), depending on experience in line with changes to NMW (April 2024)
Location:	Ceredigion
Job Purpose:	To provide professional, confidential support and advice to women, men and children who have experienced or are experiencing domestic abuse. The post holder will work as part of a team providing a safe and confidential helpline and support services working within our refuges, safe houses and in the community providing trauma informed holistic support. You will provide professional, confidential information and support to individuals, across a range of settings including refuge, community, or through our helpline. In doing so you will promote and facilitate the development of all services, monitor and gain feedback. To ensure that all safety and support plans and processes are in place and working in the best interest of the survivor of domestic abuse. To ensure that all clients are aware of the services available to them and how best to access such services.

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.

Please note this is a 6-page document and should be read thoroughly before applying for any position. Please also read the instructions on the application form to ensure that you give the most relevant details in your application.

Key Responsibilities

The postholder is required to work with minimal supervision. They will carry out some or all of the following tasks, depending upon location, qualifications and experience:

Clients of The Organisation

- 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).
- To give practical information, assist clients with obtaining relevant information and support to people experiencing domestic abuse, including on-going one to one support to residents and non-residents.
- To facilitate delivery of support group work programmes for women and their children.
- To liaise with other agencies to meet the needs of clients and accompany clients to other agencies when required and when there is sufficient rota coverage.
- 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 safety and support 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 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.
- To participate in monitoring of and planning review and evaluation of services.

Crisis, Facilities and Accommodation



- To staff the helpline answering crisis support issues and ensuring effective safety and support to a range of people offering appropriate information, advice and support to people in a timely, confidential and professional manner.
- To support the on call work of the organisation.
- To make decisions to ensure the smooth and safe operation of all accommodation and offices and the welfare of all clients.
- To perform practical tasks including housekeeping and ensure accommodation is clean and maintained to a high standard including preparing and cleaning rooms for re-let and for support sessions to enable referrals into the service.
- To promote personal well-being and domestic hygiene.

Administration and housekeeping

- 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 undertake own routine administration e.g. calendars, word processing, filing, archiving in shared computer systems.
- To compile and produce reports including statistics, letters and information packs.
- To respond to correspondence, including email, concerning clients.
- To attend and contribute to staff meetings ensuring relevant information is communicated to other members of staff.
- To arrange and lead regular house and other meetings, keeping detailed records of all issues raised within the meeting.
- Under delegation from the line manager, to assist in the sourcing of adequate staff and volunteer rota cover.
- To perform practical tasks including housekeeping, recycling, dealing with donations and supporting a welcoming and supportive environment for clients and staff/volunteers

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.
- To attend staff training, supervision/appraisals and case conferencing as required

Multi Agency Working

- To establish close contacts with the various communities and statutory and voluntary organisations in the area.

- 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, safety and support planning.

Public Awareness and Publications

- To be involved in awareness raising sessions and to support drop ins and outreach
- 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.

Other

- Observe professional etiquette and confidentiality at all times.
- Demonstrates a commitment to equal opportunities and diversity.
- To attend and participate in external meetings, forums, etc. as appropriate.
- To work with volunteers offering professional advice and guidance and assisting with their training and development as required.
- 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.
- To carry out such other reasonable tasks that may from time to time be allocated.
- 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.

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

Person Specification

Knowledge	Essential	Desirable
1. Knowledge and understanding of safeguarding issues and ability to address them appropriately.	√	
2. Knowledge of confidentiality, data protection and professional boundaries and willingness to comply with these.	√	



3. Good knowledge of welfare benefits and housing options and legislation related to statutory duty.	√	
4. Knowledge of health and safety relevant to role as a support worker and working in Service User's homes	√	
Understanding		
5. An understanding of violence against women and domestic abuse and how it affects individuals, children and young people.	√	
6. An understanding of professional curiosity	√	

Language and Communication		
7. To be able to communicate in Welsh and English – both verbally and in written form.		√
8. Good communication skills including written - report writing, presentation and verbal.	√	
9. Good time management skills.	√	
10. Listening and empathy skills, including demonstrating empathy	√	
11. The importance of managing difficult issues and conflict	√	
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, including Word and email use.	√	

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. Experience of group work skills.		√
18. Working with minimal supervision.	√	
19. Experience of multi-agency work.	√	

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. Ability to take part in an on-call rota.	√	

Linell Gymorth 24 Awr/24 Hour Helpline: Aberystwyth **01970 625585** • Cardigan **01239 615385**

Enabling families to live safely, free from domestic abuse 24hr HELPLINE 0808 8010 800

Rhif Elusen Gofrestredig **1131539** Registered Charity Number • Cwmni Cyfyngedig drwy Warant **06926414** Company Limited by Guarantee



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