

NORTH EAST LINCS WOMEN'S AID

JOB DESCRIPTION – CHILDREN'S OUTREACH SUPPORT WORKER (IDVA)

RESPONSIBLE TO:	Children's Manager; Head of Operations
SALARY:	£26,603 per annum, FTE
DAY / TIMES:	Mostly Monday to Friday (<i>Job Share considered</i>) Flexible hours to meet children's needs, where necessary

*As this position will include a base in our 'women only' spaces (inc Refuge),
we are only accepting applications from women.
(Schedule 9, Part 1 of the Equality Act 2010 applies)*

To provide a high quality domestic abuse service – ensuring child victims and survivors receive an excellent standard of support that helps save lives and change lives.

MAIN DUTIES AND RESPONSIBILITIES

1. To help develop our new Children's Service.
2. To receive referrals for our Children's Outreach Service via Single Point of Contact (SPOC)
3. To respond and attempt contact as soon as possible; prioritising risk and needs.
4. To address the short and long-term safety of children at risk of harm.
5. To deliver specialist support to children aged 8-16 affected by domestic abuse.
6. To conduct needs and risk assessments and develop tailored support plans and safety plans.
7. To provide sessions addressing the abuse & its impact on self-esteem, emotions & relationships.
8. To advocate for children's needs across agencies (Social Care, Education, Health, Police).
9. To support children through the criminal justice system when and if necessary.
10. To help in the development of an outcomes framework and monitor and report on outcomes.
11. To develop and deliver group work for children (see ideas / previous work below).
12. To deliver trauma informed support - focusing on resilience and recovery.
13. To manage and maintain electronic case records.
14. To attend multi-agency meetings.
15. To ensure all safeguarding responsibilities are met, recorded and reported.
16. To ensure we recognise diverse backgrounds and tailor support accordingly.
17. To create safe spaces for children to feel emotionally and physically secure.
18. To encourage children to express themselves and make choices.
19. To ensure service user involvement in delivery.
20. To undertake IDVA and Children's IDVA training.
21. To manage an open caseload of child clients ranging from high to low in needs and risk; ensuring all support is regular, structured and appropriate to the child's individual needs and include safety, protection, risk management and ongoing support & future plans.
22. To be flexible with support hours according to the child's needs where necessary.
23. To carry out and record DASH Risk Assessments and be fully responsible for any actions.
24. To assess & provide support ensuring all needs, risks and aspirations are recognised & recorded.
25. To participate in MARAC research, updates, actions, feedback and meetings where necessary.
26. To provide and record a relevant, thorough, detailed and comprehensive safety plan for children.
27. To establish and practice good working partnerships and multi-agency work with other professionals and outside agencies.
28. To work within a strict framework of safeguarding under Women's Aid & NELC guidance.
29. To support the empowerment of the child and assist them in understanding the dynamics and complexities of abusive behaviours.
30. To work closely with other support workers and staff to ensure that the family have access to a full range of services provided by Women's Aid.
31. To support the child to explore 'moving forward' - exploring opportunities, identifying needs, encouraging aspirations and developing these into meaningful future plans and goals.
32. To promote and facilitate consultation and involvement of children in our services.

33. To keep clear and accurate records and maintain structured, confidential and up to date files on service users.
34. To be responsible and accountable for individual case files and to take part in regular file reviews and spot-checks.
35. When requested, to prepare and undertake client reports and/or feedback on their support.

GENERAL RESPONSIBILITIES

36. To participate in supervisions (with line manager & clinical) and appraisals.
37. To participate in fundraising activities on behalf of Women's Aid.
38. To work alone and on own initiative with due regard to our lone working procedures.
39. To participate in staff training, ensuring mandatory training is up-to-date and refreshed regularly.
40. To discuss any training personally identified in supervisions.
41. To attend team meetings, external meetings and Trustee meetings as requested.
42. To be familiar with all policies of Women's Aid; to ensure policies are signed off as instructed; to ensure policies are implemented and adhered to at all times.
43. To work at all times in accordance with the confidentiality policy of Women's Aid.
44. To comply with data protection legislation; ensuring information sharing procedures are adhered to at all times.
45. To ensure the highest standard of anti-discriminatory and equal opportunities practices are adhered to and to work in a non-judgemental way, within the guidelines of equal opportunities and anti-discriminatory practice.
46. To work in a safe and responsible way ensuring that safety and lone working procedures are followed and that you do not endanger yourself, your colleagues or service users.
47. To work in accordance with staff values and ethos as described in our staff agreement.
48. To constantly raise an awareness of domestic abuse locally.
49. To carry out any other duties commensurate with the level of this post.

Jan 2026

PERSON SPECIFICATION

CHILDRENS OUTREACH SUPPORT WORKER	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Any recognised professional qualifications		*
EXPERIENCE OF;		
Working with and supporting children for at least 3 years	*	
Working in social work or children's services		*
Undertaking client needs and risk assessments	*	
Liaising with other agencies	*	
Developing and delivering groupwork		*
Organising, planning and evaluating workload	*	
Working to performance indicators and standards		*
Support File Management and record keeping	*	
Report writing and presentation		*
Attending meetings and/or training events	*	
Safety planning and risk assessing		*
KNOWLEDGE OF		
The impact of domestic abuse on children and the wider family	*	
The local area, resources and agencies	*	
Safeguarding legislation, frameworks and procedures.	*	
Trauma informed practices		*
Drug, alcohol and mental health issues		*
Health and Safety legislation in the workplace	*	

SKILLS			
Ability to work as a member of a staff team and as an individual		*	
Excellent communication and organisational skills		*	
Computer skills (<i>file management is undertaken electronically</i>)		*	
Good literacy and numeracy skills		*	
Interpersonal skills – with both individuals and external organisations and agencies		*	
Ability to cope with crisis management, conflict and distress		*	
Ability to work under pressure and to deadlines		*	
Ability to manage own caseload		*	
Ability to support and encourage progression		*	
GENERAL			
A commitment to the empowerment of those affected by abuse		*	
To foster a tolerant, supportive and empathic approach		*	
A commitment to accountability		*	
To ensure a positive image of the organisation through personal behaviour and appearance		*	
Demonstrate a flexible approach (inc. outside working hours) to the demands of the role		*	
Demonstrate a high level of motivation		*	
A commitment to Equal Opportunities		*	
Possession of driving licence and access to vehicle		*	

POSSIBLE GROUP WORK DEVELOPMENTS AND IDEAS

DAY Programme: We are already trained and experienced in delivering this - sessions for young people aged 11+ teaching about healthy vs. abusive relationships.

Talking to my Mum: 10-week programmes to support the non-abusing parent and the child. Workbooks available to help them get through the complexities of being in abusive households and ensuring communication between them. We are trained and have delivered this programme with NSPCC previously.

Children's Freedom Programme: Ages 8-10 years - We have not delivered this before but deliver 3 Freedom Programmes every week

Expect Respect: National Women's Aid programme that delivers worksheets to each individual year group. We have delivered parts of this in schools. Sheets can also be used for individual work with children.

ACE Recovery Toolkit: For children aged 8-18 and their parents, focusing on toxic stress, emotional regulation, and resilience. We have not used this programme yet.

NOTE: we can of course use any parts of these programmes at any time as individual work.