

NORTH EAST LINCS WOMEN'S AID

JOB DESCRIPTION – RELIEF SUPPORT WORKER

RESPONSIBLE TO:	Team Leader; Support Supervisor / Manager; Head of Operations
SALARY:	£12.71 ph (plus holiday allowance)
DAYS / TIMES:	As & when needed; to cover Refuge & Outreach holidays, sickness etc Take part in an 'On-Call' service (<i>after training - see below</i>)
ADDITIONAL PAY/ HOURS:	Approx 2 on-call shifts per month 'On-Call' Weeknight (Mon-Fri) £15 per night 'On-Call' Saturday/Sunday and BH £30 per night 'Call Out' £20 per hour
WORK BASE:	All support workers will be based at varying locations across Grimsby & Cleethorpes including Refuge. They will also work in varying locations for our drop-in services and may work in varying external agency locations.

*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 victims and survivors receive an excellent standard of support that helps save lives and change lives.

MAIN SUPPORT DUTIES

1. To assist with providing cover on an as and when basis during periods of sickness, holidays, etc.
2. To receive referrals, attempt contact and prioritise high risk cases.
3. To provide a high-quality and pro-active front-line service to victims of domestic abuse.
4. To address the safety of victims at risk of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children.
5. Ensure provisions of support are available and accessible 24 hrs a day.
6. Deliver a pathway of support focusing on safety to those at highest risk of domestic homicide.
7. Participate in an 'on-call' rota for all domestic abuse services provided by Women's Aid. The rota will be undertaken by staff across all support projects. (Approx. two nights per month)
8. To explain all options and enable service users to make informed decisions.
9. To respond and record immediately to telephone calls, emails and enquiries in person.
10. To provide ongoing emotional support to those experiencing domestic abuse.
11. To support clients with low to high risks and low to high support needs; ensuring all support is structured and appropriate to client's individual needs and include safety, protection, risk management, future plans, etc.
12. To ensure support is delivered in a trauma informed way.
13. To be flexible with support hours according to the client's needs where necessary.
14. To carry out and record DASH Risk Assessments and be fully responsible for any actions.
15. To assess and provide support ensuring all needs, risks and aspirations are recognised and recorded.
16. To participate in MARAC research, updates, actions and feedback.
17. When necessary, to support the client through the legal, criminal and civil justice systems; explaining procedures, their rights and encouraging involvement with legal support available.
18. To provide and record a relevant, thorough, detailed and comprehensive safety plan for clients.
19. To support the client to access practical means required to communicate with other agencies via telephones / internet / Wi-Fi.
20. To establish and practice good working partnerships and multi-agency work with other professionals and outside agencies.
21. To work within a framework of safeguarding under Women's Aid NEL and local authority guidance.
22. To offer housing support and/or resettlement support when necessary.
23. To support the empowerment of the client and assist them in understanding the dynamics and complexities of abusive behaviours.

24. To participate in a rota of drop in / advice sessions provided by Womens Aid in a variety of settings and locations where necessary.
25. To work closely with other support workers and staff to ensure that the client has access to a full range of services provided by Women's Aid.
26. To support the client to explore 'moving forward' with their life; exploring opportunities, identifying needs, encouraging aspirations and developing these into meaningful future plans and goals.
27. To participate and contribute to relevant client group sessions, where necessary.
28. To collect and monitor information. When requested, to participate in the evaluation of services.
29. To promote and facilitate consultation and involvement of service users.
30. To keep clear and accurate records and maintain confidential and up to date files on service users.
31. To be responsible and accountable for individual case files and to take part in regular file reviews and spot-checks.

REFUGE SUPPORT DUTIES *(when shift requires)*

32. Welcome new residents to the Refuge, explain the conditions under which they will reside at the Refuge, issue Licences, information packs etc., ensuring they are fully understood.
33. Assist in the organisation of applications to Housing Agencies and the DWP etc. and to liaise with these agencies to further applications.
34. Ensure 24-hour access to Refuge is offered to clients by taking part in covering the 'on-call' and weekend rota as and when available.
35. Ensure that the physical environment of the Refuge is acceptable to the women and that it is safe, clean and offers a high level of comfort.
36. When necessary to assist with the cleaning and preparation of flats/rooms; ensuring they are ready for new admissions.
37. Comply with the Health & Safety policy, reporting any maintenance/repair as appropriate.
38. Ensure that the women living in the Refuge maintain a due regard for the other occupants
39. Assist with the introduction and development of activities for residents

GENERAL RESPONSIBILITIES

40. To work as a team member under the guidance and management of the Support Manager and/or the Head of Services.
41. To participate in supervisions (with line manager) and appraisals.
42. To participate in fundraising activities on behalf of Women's Aid.
43. To work alone and on own initiative with due regard to our lone working procedures.
44. To participate in staff training, ensuring mandatory training is up-to-date and refreshed regularly.
45. To discuss any training personally identified in supervisions.
46. To attend team meetings.
47. To discuss with the Support Manager any issues which may impact on clients or Women's Aid.
48. 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.
49. To be familiar with and work in accordance with Women's Aid performance management system; including measuring change performance and monitoring satisfaction are adhered to.
50. To work at all times in accordance with the confidentiality policy of Women's Aid.
51. To comply with data protection legislation; ensuring information sharing procedures are adhered to at all times.
52. 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.
53. 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.
54. To work in accordance with staff values and ethos as described in our staff agreement.
55. To carry out any other duties commensurate with the level of this post.

This is a great opportunity for those wanting to train and/or gain experience as a support worker.
DBS checks and references will be sought on behalf of the successful applicant.