



SIKH WOMEN'S AID

JOB DESCRIPTION

- POSITION:** DOMESTIC ABUSE SUPPORT WORKER
- LOCATION:** WEST MIDLANDS BASED/ WFH options available
- REPORTING TO:** SERVICE LEAD
- JOB PURPOSE:** To provide support to families within our Domestic Abuse Services specifically around Domestic Abuse, Forced Marriage, Honour based violence and Female Genital Mutilation on an individual basis, using a person centred and trauma informed approach.
- WORKING HOURS:** The role involves working around the needs of the service users, children, and the service; this could involve lone working, working shifts that include weekdays, weekends, Evening's and bank holidays.

MAIN TASKS

- To work as part of a team, including close and co-operative work with colleagues, attend staff meetings and providing absence cover when necessary and contribute to the effective running of the service.
- To act in a professional manner whilst on duty and when representing the organisation.
- To support Service users with all aspects of identified needs in their individual support plan, monitoring and review of support packages.
- To facilitate, participate and support Service users in decision making; promoting choice and involvement, and to recover and regain control of their lives leading to empowerment and independent living.
- To ensure that recording and reporting is completed in a factual and concise manner in line with data protection and GDPR policies and procedures.
- To maintain confidentiality of all records and information relating to Service users and staff in accordance with Sikh Women's Aid Confidentiality policy.
- To ensure that you always work towards data sharing protocols with relevant agencies where appropriate to do so.
- To carry out comprehensive Risk assessments with service users and their children to develop plans towards managing the risk of harm and by working in partnership with agencies to identify and agree interventions to protect children and families.
- To ensure you effectively communicate with management, Staff, Service Users and their children and with any statutory or voluntary organisations involved in Service Users support.

- To ensure complaints, concerns and compliments are recorded, reported, and dealt with in line with the customer service values, care, commitment, and trust.
- To ensure that you identify and agree interventions to protect and safeguard individuals in line with legislation and organisational policies and procedures.
- To work with external agencies to ensure service user's holistic needs are met in line with individual person-centred plans.
- To promote a health and safety culture within the workplace and to protect you, staff, and individuals at all times by ensuring that the requirements of the organisation or statutory authorities are complied with.
- To advocate and liaise on behalf of the service user with solicitors, police, courts etc.
- To give advice, guidance, support, and information in respect of mental ill health, Domestic and Sexual violence, managing finances, personal safety and security, Housing and welfare reform and support them in legal matters.
- To identify community-based agencies and to promote joint working to deliver children and families services in the heart of the community giving access to service users in their local community in a safe environment.
- To always regard the well-being and self respect of service users to ensure all service users are always treated with dignity and respect
- To demonstrate full commitment to anti-oppressive practise by encouraging and actively promoting a more positive and tolerant atmosphere within and external to the organisation in relation to race, religion, gender, class, language, age, diet, sexuality, disability.

Additional Duties and Responsibilities

- To produce regular reports and monitoring information for the Domestic Abuse services and provide regular updates to the management team on the progress of the work.
- To maximise own personal development through participation in supervision, training, Performance development plans and staff meetings.
- To bring any fundraising ideas, suggestions, and applications to the attention of the management team, being proactive in ensuring that this and other initiatives remain financially viable.
- To work within the philosophies of the service, adhering to the Sikh Women's Aid policies and procedures and working within statutory frameworks
- To participate in an on- call system as and when required to do so.
- To carry out other duties broadly consistent with the job description and at the request of the Sikh Women's Aid leadership team.

This job description gives an outline of the main objectives and duties of the post and will be reviewed periodically and amended as necessary to ensure that the service meets service user's needs.

The employee shares with the employer the responsibility for suggestions to alter the scope of duties and improve the effectiveness of the post.



SIKH WOMENS AID - PERSON SPECIFICATION

Domestic Abuse Support Worker

	Essential	Desirable
Experience	<p>Ability to meet the requirements of the job description with minimal supervision at times</p> <p>Proven ability to work on own initiative and work as part of a team.</p> <p>Knowledge and understanding of issues relating to domestic abuse services and support for individuals.</p> <p>Participation in multi-agency conferences in respect of children and adults at risk as required (MARAC, safeguarding adults or children boards), providing reports and undertaking actions as necessary.</p>	<ul style="list-style-type: none"> - Valid First Aid certificate. - Knowledge of immigration issues. - Knowledge of welfare rights.
Knowledge	<p>Basic understanding of how rights, dignity, privacy, respect, & choice are important when providing support</p> <p>Knowledge/awareness of the service user groups.</p> <p>Knowledge of health & safety as it relates to creating a safe and homely environment.</p> <p>A knowledge fairness and diversity and how it relates to this role.</p> <p>Awareness and understanding of confidentiality including data protection.</p> <p>Understanding of personalised/person centred support.</p>	<ul style="list-style-type: none"> - Knowledge housing law
Abilities	<p>Able to demonstrate good verbal and non-verbal communication skills.</p> <p>Understanding of the need to use different forms of communication to support service users with limited or no spoken language.</p> <p>Able to read and record information accurately, objectively & legibly in English.</p> <p>Ability to provide relevant and appropriate feedback.</p>	

	<p>Awareness and understanding of confidentiality including data protection.</p> <p>A commitment to a service, which provides support to vulnerable individuals, which is respectful and according to the individual's wishes.</p> <p>Good communication and networking skills.</p> <p>An ability to undertake training and development.</p> <p>A commitment to joint working with other agencies.</p> <p>The ability to work alone.</p> <p>The ability to respond calmly to emergencies.</p>	
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Skills	<p>Able to demonstrate good verbal and non-verbal communication skills.</p> <p>Understanding of the need to use different forms of communication to support service users with limited or no spoken language.</p> <p>Recording and reporting</p> <p>Health and safety</p> <p>Safeguarding</p> <p>Must be fluent in a South-Asian language, ideally Hindi/Panjabi</p>	
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Qualifications	<p>NVQ Level 2 in Social Care or equivalent experience.</p> <p>Good level of education.</p> <p>Ability to use Microsoft Office.</p> <p>Minimum 24 months experience of providing support to vulnerable service users.</p> <p>Experience of working with women and children experiencing domestic violence.</p> <p>Experience of working in the community with vulnerable and excluded groups</p>	<p>- Other relevant qualifications in Health & Social Care and a willingness to undertake training</p>
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Personal Qualities	<p>A commitment to a service, which provides support to vulnerable individuals which is respectful and according to the individual's wishes.</p> <p>Commitment to training and development.</p> <p>Problem solving skills.</p>	
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Other	Able to work flexibly including early mornings, evenings, weekends, bank holidays, as part of a rolling rota. To work to a rota including some weekends and Bank Holidays. To work alone on a regular basis. To participate in an out of hours on-call service if requested to do so. MUST HAVE THE RIGHT TO WORK IN THE UK	
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