

## JOB DESCRIPTION - Adult Team Support Worker

An exciting job opportunity at Cardiff Women’s Aid (CWA) for someone who is dynamic, inquisitive, has a passion for rights, diversity and inclusion and wants to fight alongside those who may not have a voice. We are a women’s equality organisation which exists to eradicate violence against women and girls and to support survivors. We recognise that ending violence and abuse takes a whole society approach to social change, and it needs you to help us achieve this.

We have a generous benefit package:

- Generous Annual Leave Package 26 Days plus Bank Holidays
- Pension
- Life Assurance
- Employee Assistance Program - supports your health and wellbeing at home and work
- Flexi Working
- Paid Company Sick Pay & Emergency Dependent Leave
- Real Living Wage Employer
- Bike to work scheme, among other benefits.

<b>Job Title:</b>	Adult Team Support Worker
<b>Salary:</b>	£21,700 - £23,700 per annum plus on-call allowance
<b>Hours:</b>	The post holder is expected to work flexibility Monday to Friday 09.00-19.00  To take part in the 24/7 on call service
<b>Contract Type:</b>	Permanent
<b>Location:</b>	Cardiff Women’s Aid Offices
<b>Responsible to:</b>	Adult Support Services Team Manager
<b>Context of Job:</b>	RISE delivers expert, specialist, independent and domestic violence/abuse and other violence services to women and children through a range of delivery mechanisms including: specialist risk and needs assessments, individually tailored support packages, group work and accommodation.
<b>Purpose of Job:</b>	To provide a high-quality frontline service to victims of domestic and sexual abuse and wider VAWDASV issues. Delivering a range of crisis intervention, early intervention and prevention work, intensive support, and accommodation-based support.

***Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.***

***This role is subject to an enhanced DBS check. We are committed to supporting and promoting equality and diversity and to creating an inclusive working environment.***

**Main Duties:**

The adult services department is made up of a duty team and a community team. The role will require you to work flexibility between these teams to suit the needs of the department.

**Duty:-**

- Act as the first point of contact for all clients who are accessing the service. This includes managing all levels of communication including but not limited to:- emails, phone calls, online chat, text messages, face to face.
- Provide proactive immediate crisis intervention through individual safety and support planning.
- Identify and assess the risks and needs of service users by completing detailed assessments with the client
- Complete referrals to appropriate safeguarding agencies such as MARAC, Children's Services, Adult Services where relevant.
- Support, signpost and refer women and children to the services they wish to engage with for example social services, the police, parenting, health, legal, DWP, housing, homelessness, recreational, educational, and cultural services and also CWA's other internal services.
- Ensure accurate and timely case recording is maintained
- Process and contact all Public Protection Notices received in accordance with best practice and KPI timeframes
- Review cases and referrals on the case management database completing necessary actions, administrative tasks and/or making contact with service users to ensure all client support needs and KPI targets are being dealt with in a timely manner.

**Community:-**

- Prioritise cases and provide a pro-active, short to medium term crisis intervention service through individual safety, support and recovery planning.

- Work with a caseload of diverse risk and need to ensure all women and children, whenever possible are supported through their journey by the same IPA.
- Advocate for high risk victims with agencies who can help to address the domestic abuse by:
  - Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
  - Providing advocacy, emotional and practical support and information in relation to legal options, housing, health, finance and recovery.
  - Working directly with all key agency partners to address the safety of high-risk victims and ensuring that their safety plans are coordinated particularly through the MASH and MARAC.
- Manage a caseload ensuring each client receives the trauma-informed, needs led, risk assessed service individual to their needs.
- Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation and help them regain control of their lives.
- Understand multi-agency partnership structures and work within a multi-agency setting which will include participation at the MARAC. You will contribute interventions and help design a plan to protect victims and any children, while maintaining an independent role on behalf of your client, keeping their safety as central to any response.
- In accordance with the organisation's case management policy: Be proactive with management in carrying out regular case reviews.
- Help maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.

### **General Responsibilities:**

All workers have a responsibility to work with colleagues in maintaining service delivery.

- Attend meetings as necessary.
- Participate in the case management/supervision system
- Comply with GDPR/data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for service users.
- Respect and value the diversity of the community in which the services work, and recognise the needs and concerns of a diverse range of clients ensuring the service is accessible to all.
- Remain up-to-date and compliant with all organisational procedures, policies and professional codes of conduct and uphold standards of best practice.

- To represent Cardiff Women's Aid and to promote its ethos; to work in a positive way and to feed back fully to the organisation.
- Contribute to monitoring and reports.
- Participate in the 24/7 service.
- Undertake training to update skills in line with the Cardiff Women's Aid/RISE Training and Development Policy
- Deliver internal & external training when required.
- To maintain anti-oppressive and anti-discriminatory work practices.
- Abide by the organisations confidentiality policy
- To ensure that personal behaviour and that of staff in area of responsibility demonstrates integrity, openness, honesty, is anti-oppressive, non-judgmental, and supports diversity.
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*It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.*

### **Out of hours responsibilities not limited to:**

- Answering calls coming into the service
- Responding to police call outs within the hour.
- Contacting all referrals in a timely manner.
- Attending the Intake and Assessment facility when a new resident access accommodation.
- Completing an assessment of risk and need with all referrals.

### **Working Patterns**

The post-holder is expected to work flexibly between 00:00 hrs – 23:59 hrs Monday-Sunday.

The on-call service is delivered 24hrs a day and is staffed by support workers on a rota basis. Additional generous financial increments are paid to those participating in the on-call service.

## Person specification

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<u>Knowledge and experience</u>		
*Have a good understanding of domestic violence/ abuse including the impact of domestic violence/ abuse on victims and their children.	✓	
*Have an understanding of civil and criminal justice remedies for victims of domestic abuse and their children.	✓	
*Understand child protection issues, how to respond to effectively safeguard, and the legal responsibilities surrounding these issues.	✓	
*Understand the principles of risk assessment, safety planning and risk management for victims of domestic violence/ abuse and their children.	✓	
*Understand the remits and resources of relevant statutory bodies and voluntary agencies.	✓	
*Understand and be committed to equal opportunities and diversity issues in policy and practice.	✓	
*Working with vulnerable people, including families and/ or children.	✓	
*Managing a caseload.	✓	
*Working within a multi-agency and legislative framework.	✓	

<u>Skills/ Qualifications/ Professional Membership</u>		
*Have computer literacy skills and experience of working with databases.	✓	
*Hold a SafeLives IDVA training certificate, or a relevant degree, or demonstrable equivalent experience or a vocational qualification.		✓
*Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.	✓	
*Have strong crisis management skills and the ability to deal with stressful and difficult situations.	✓	

<u>Personal Qualities</u>		
*Be compassionate and empathetic with your client's situation.	✓	
*Show initiative and be proactive when managing your caseload and interacting with your clients and agencies you're working with.	✓	
*Act with integrity and respect when working with all clients, agencies and individuals.	✓	
*Work flexibly as part of a team.	✓	
*Be optimistic about the possibility of personal growth and change.	✓	

*Motivate individuals and agencies to move through courses of action and decision making processes.	✓	
Be available to participate in the on-call service	✓	
Be a driver and have access to a car.		✓
Speak Welsh.		✓

\*You are required to demonstrate these on your application. Please provide an example of work you have undertaken where you have demonstrated this skill.