

## JOB DESCRIPTION – Adult Support Assistant (IPA)

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 Totalling 33 Days (Inclusive of Bank Holidays)
- Pension
- Life Assurance
- Employee Assistance Program - That Supports Your Health and Wellbeing at Home and at Work
- Flexi Working
- Paid Company Sick Pay & Emergency Dependent Leave
- Living Wage Employer
- Bike to work scheme, among other benefits.

<b>Job Title:</b>	Adult Team Support Assistant
<b>Salary:</b>	£23,400 per annum
<b>Hours:</b>	35 hours a week
<b>Working pattern:</b>	The post-holder is expected to work flexibly between 9am-7pm Monday-Friday  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 a trauma-informed and specialist, independent and domestic and sexual violence/abuse and wider VAWDASV service to women and children through a range of delivery mechanisms including specialist risk and needs assessments, individually tailored support packages and group work.
<b>Purpose of Job:</b>	To support the Adult IPA team to provide a high-quality frontline service to victims of domestic and sexual abuse and wider VAWDSV issues. This is a perfect opportunity for those wishing to gain experience to start a career in the VAWDASV support and prevention sector.

***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:**

- 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.

### **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.

### **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 accesses accommodation.
- Completing an assessment of risk and need with all referrals.

***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.***

## Person specification

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<u>Knowledge and experience</u>		
*Have an understanding of domestic violence/ abuse including the impact of domestic violence/ abuse on victims and their children.	✓	
*Have an understanding of 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.		✓
*Experience of working with vulnerable people, including families and/ or children.		✓
Experience of managing a caseload		✓

Experience of working within a multi-agency and legislative framework.		✓
--	--	---

<u>Skills/ Qualifications/ Professional Membership</u>		
*Have computer literacy skills and have some experience of working with databases.	✓	
*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 interacting with service users and agencies you're working with.	✓	
*Act with integrity and respect when working with all service users, 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 a driver and have access to a car.		✓
Speak Welsh.		✓

\* Please provide examples of work you have undertaken where you have demonstrated this skill.