



## Children & Young People Support Worker – Domestic Abuse Service

We are currently recruiting an additional Children & Young People's (CYP) Support Worker to join our dedicated team who support families affected by domestic violence and abuse. The position is based within the New Beginnings refuge in Dudley, West Midlands; supporting families residing within the refuge plus families in the wider community who utilise our Outreach service.

The successful candidate will work with children, young people and their families on a one to one or group basis to identify needs, coordinate support services and liaise with other agencies and professionals to achieve positive outcomes.

Essential requirements are:

- The ability to communicate sensitively and effectively with children, young people and adults.
- Good understanding and experience of safeguarding adults & children.
- An understanding of and commitment to equality & diversity.

This is a part time positions, based on 18 hours per week on average. As the refuge is always staffed, there is an expectation for the successful candidate to be flexible in their working hours to reach families at different times & days within the week.

The post is contracted for 18 months.

Rate of pay: SCP4 £10.11 per hour.

***CHADD is committed to quality, equality and diversity and welcomes applications from all sections of the community. This role however is restricted to females, the Occupational Requirement under Schedule 9, part 1, of the Equality Act 2010 applies.***

## Job Description

**Job Title:** CYP Support Worker – Domestic Abuse Service

**Location:** Dudley.

**Responsible to:** Refuge Manager

**Job Purpose:** To provide and coordinate a support service to children, young people and their families on a one to one or group basis, by identifying needs, aspirations and interests in order to achieve positive outcomes within the wellbeing strategy for our Refuge and Outreach provisions.

**Working Hours:** 18 hours per week on average.

**Working Pattern:** Flexibility is required to provide an inclusive service, may include daytime, evening and weekend hours.

<p><b>Key responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Welcome families to the service and provide them with support to meet their individual practical &amp; emotional needs.</li> <li>• Help children &amp; young people begin the healing process of working through traumatic experiences relating to domestic abuse and change.</li> <li>• Engage with families by facilitating a programme of community and individual activities such as therapeutic play, craft &amp; art, exercise, outings, etc, which promote good physical and emotional health &amp; wellbeing, relevant and accessible to the target client group.</li> <li>• Take the lead role in managing the day to day running of the onsite play facilities, including cleaning, monitoring safety, stock control &amp; ordering supplies/services within budget.</li> <li>• Work in liaison with schools, agencies, partners &amp; services to coordinate specialist help and interventions where required.</li> <li>• Work in partnership with parents to empower them to achieve better health and wellbeing outcomes for their children and achieve their full potential, and provide support in promoting the parent/child relationship.</li> <li>• Support children and young people to manage themselves and their behaviours enabling them to recognise the impact of their actions on themselves and others using reflection and other therapeutic methods.</li> <li>• Demonstrate at all times a clear understanding of personal and professional boundaries.</li> <li>• Contribute to regular reviews of the support plan according to the case management policy including action planning to further progress, signpost, refer to or close a case.</li> <li>• Collect and monitor associated data, client stories and experiences to demonstrate the impact and outcomes of the service.</li> <li>• Ensure that views and experiences of clients and agencies are sought actively, recorded correctly and used to develop the service.</li> <li>• Report any issues, difficulties or complaints to the Refuge Manager and participate in the follow up investigations as required.</li> </ul>
<p><b>Safety &amp; Security</b></p>	<ul style="list-style-type: none"> <li>• Positively engage with all safeguarding requirements and ensure any potential concerns are reported immediately.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain the physical security of the building, control access to the refuge when on duty, reminding residents to keep the address and security of the site secure.</li> <li>• Maintain confidentiality and adhere to information sharing protocols when working with service users, staff and external bodies and all legislation connected to the work.</li> <li>• Ensure that the security of sensitive information is kept within CHADD's policy and procedures according to GDPR.</li> <li>• Ensure that all health &amp; safety regulations are strictly observed and comply with the Health &amp; Safety Policy.</li> <li>• Ensure that all equipment provided at CHADD is working according to its purpose with regular testing and maintenance and report any emergency repairs or hazards.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Attend training in accordance with the needs of the service and the individual.</li> <li>• Attend and contribute to staff meetings.</li> <li>• Attend supervision and clinical supervision according to CHADD's policy and procedures.</li> <li>• Promote and support equality and respect and value the diversity of the community in which the service works in.</li> <li>• Represent and be an ambassador for CHADD working internally and externally with other.</li> <li>• To develop and maintain collaborative relationships with all CHADD staff, remaining committed to the organisation to provide a high level of support to clients.</li> <li>• Remain up to date and compliant with all organisational procedures and policies, professional codes of conduct and uphold standards of best practice.</li> </ul>

*This is not an exhaustive list of all responsibilities the post holder may have over time. This post may change according to the services development therefore it is essential that the holder is able to respond flexibly to the changes required of this post.*

## **Person Specification**

**Job Title: CYP Support Worker – Domestic Abuse Services**

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications, knowledge &amp; experience</b>	<ul style="list-style-type: none"> <li>• Professional or vocational qualification at level 3 or above in relevant subject.</li> <li>• Experience of direct work supporting children, young people &amp; families.</li> <li>• An understanding &amp; awareness of the needs of families who have experienced domestic abuse.</li> <li>• Knowledge &amp; understanding of safeguarding procedures &amp; responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>• A relevant qualification for working with children/young people.</li> <li>• Working knowledge of agencies and services available for client group.</li> </ul>

	<ul style="list-style-type: none"> <li>• Understanding &amp; adherence to professional boundaries.</li> <li>• Understanding &amp; commitment to promoting equality &amp; valuing diversity.</li> <li>• Good understanding of confidentiality and professional working practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supporting families affected by domestic abuse.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Proven ability of working within a team.</li> <li>• Ability to build rapport quickly with participating families.</li> <li>• Organisational skills and the ability to prioritise.</li> <li>• Is accurate and pays attention to detail.</li> <li>• Can follow instructions but also has initiative.</li> <li>• Effective communication skills.</li> <li>• Competent in operating IT equipment, including using Microsoft Office.</li> <li>• Able to produce accurate &amp; well-presented written reports.</li> </ul>	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Social activities display an ability to interact with others.</li> <li>• Enthusiastic to take part in further training, development &amp; supervision.</li> <li>• Compassionate &amp; caring but professional.</li> <li>• Friendly and outgoing.</li> <li>• Reliable &amp; conscientious.</li> <li>• Good standards of hygiene &amp; personal presentation.</li> </ul>	<ul style="list-style-type: none"> <li>• Recreational interests or hobbies that could be shared with families.</li> <li>• Physical activity displays an interest in keeping healthy.</li> </ul>
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Flexible approach to working hours &amp; location.</li> <li>• Willing &amp; able to travel, using own transport.</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility to work at short notice.</li> </ul>

***Please note that an enhanced disclosure with the Disclosure & Barring Service will be carried out on successful candidates prior to them taking up post. Any findings of such a check will not necessarily prevent a candidate from being appointed. Each case will be individually considered on its own merits.***

***It is possible that colleagues within our Supported Housing services will be required to have to have received both Covid-19 vaccinations in the near future. In this case, proof of vaccination will be required as part of the recruitment process.***