



Domestic Abuse Support Workers.

CHADD are currently recruiting Support Workers to join a team of dedicated and committed staff who support families affected by domestic violence and abuse. The positions are based within the New Beginnings refuge & Outreach team in Dudley, West Midlands.

Our Support Workers ensure that service users are provided with a safe, supportive and welcoming environment; offering practical and emotional support that enables access to alternative housing, welfare benefits, legal advice and other support mechanisms which help families succeed in their daily lives.

Essential requirements are:

- A minimum of 1 year working or volunteering experience of supporting families affected by domestic violence/abuse.
- Evidence of strong casework management skills.
- Good understanding and experience of safeguarding adults & children.
- Ability to communicate and build effective relationships with service users, team and professionals.

There are full time & part time vacancies currently available, also relief work (bank). Please specify preference of hours when applying. Vacancies within the refuge team will involve working to a shift rota which includes days, weekends and sleep in hours. Vacancies within the Outreach team are based on Monday – Friday daytime hours, but with the expectation of a flexible approach to working hours & location.

Rate of pay: SCP3 – (Full time salary based on 36 hours per week - £18562, hourly rate - £9.92)

Plus sleep in allowance where applicable.

For a full job specification and an application form, please email reception@chadd.org.uk or telephone 01384 456465.

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:** Domestic Abuse Support Worker.
- Location:** New Beginnings Refuge & Outreach Services, Dudley.
- Responsible to:** Refuge Manager/Outreach Deputy Manager. Ultimately the Board of Management through the Chief Executive.
- Job Purpose:** Working as part of a team to ensure that the New Beginnings service runs effectively and efficiently, providing high quality, individualised front-line support and safety planning services to adults and their children.

Main Duties:

Service delivery	<ul style="list-style-type: none">• Identify and assess the risks and needs of families referred to the service using an evidenced- based risk identification checklist.• Provide practical and emotional support to service users, focusing on and prioritising risks and support needs providing an individualised safety and support plan with a whole family approach.• Support the empowerment of the service user and assist them in recognising the features and dynamics of domestic abuse present in their situation.• Ensure regular reviews of the support plan are conducted according to the case management policy including action planning to further progress, signpost, refer or close a case, providing feedback to the service user and other agencies.• Work alongside the Outreach Team for a planned move into the community and encourage clients to utilise resettlement services.• Ensure that any issues in relation to safeguarding children or vulnerable adults are brought the immediate attention of the Service Manager or other available managers, making appropriate referrals where necessary.• Work in co-ordinated community partnership responses with other agencies and advocate for service users to ensure their safety is addressed and needs are met.• Assess benefit requirements of those escaping domestic abuse and to ensure prompt claims of housing and other benefits are made.• Ensure that families and their children are aware of their rights to legal protection, as required, accompanying to appointments if appropriate.• Ensure that refuge flats/houses becoming vacant are re-let as soon as possible; assist in preparing accommodation and updating vacancies status.• Record monetary transactions and operate to CHADD financial policies.• Be responsive to the changing needs of housing related support services within the Dudley Borough.• Work within CHADD policies and procedures ensuring that CHADD meets national and local standards for domestic abuse.• Provide statistical monitoring, case reviews and reports as required.• Ensure that views and experiences of service users and agencies are sought actively, recorded correctly and used to develop the service.• Report any issues, difficulties or complaints to the Service Manager and participate in the follow up investigations as required.
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Security & safety	<ul style="list-style-type: none"> • Maintain the security and confidentiality of refuge accommodation sites. • Maintain confidentiality and information sharing protocols when working with service users, staff and external bodies. • Ensure that the security of sensitive information is kept within CHADD’s policy and procedures according to GDPR. • Ensure that all Health & Safety Regulations are strictly observed. • Ensure compliance with fire safety procedures including regular fire drills and inspection of fire equipment. • Ensure that all equipment provided at CHADD is working according to its purpose with regular testing. • Record and report any hazards, repairs or maintenance according to the maintenance procedure.
Managing self	<ul style="list-style-type: none"> • Attend training identified as needed for the individual or the team as a whole. • Attend and contribute to staff meetings. • Attend supervision according to CHADD’s policy and procedures. Be aware of self-wellness responsibilities. • Promote and support equality and empowerment within all areas of work. • Represent and be an ambassador for CHADD when working with other agencies. • Develop and maintain collaborative relationships with all CHADD staff, remaining committed to the organisation to provide a high level of support to clients. • Remain up to date and compliant with the ethos, all organisational procedures and policies, professional codes of conduct and uphold standards of best practice.

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: Domestic Abuse Support Worker

Location: New Beginnings Refuge & Outreach Service, Dudley.

Attributes	Essential	Desirable
Qualifications, knowledge & experience	<ul style="list-style-type: none"> • Professional or vocational qualification at level 2 or above in a relevant subject. • At least 1-year experience of direct work/volunteering with families affected by domestic violence/abuse. • An understanding & awareness of the needs of families who have experienced domestic abuse. • Knowledge & understanding of safeguarding procedures & responsibilities. • Understanding & commitment to promoting equality & valuing diversity. 	<ul style="list-style-type: none"> • Knowledge and understanding of the welfare benefit system. • Working knowledge of agencies and services available for client group.

	<ul style="list-style-type: none"> • Good understanding of confidentiality and professional working practices. • Proven ability and experience of working within a team. • Good understanding of confidentiality and professional working practices. 	
Skills	<ul style="list-style-type: none"> • Effective communication skills. • Organisational skills and the ability to prioritise. • Is accurate and pays attention to detail. • Can follow instructions but also has initiative. • Able to work under pressure and in a crisis. • Competent in operating IT equipment, including using Microsoft Office. 	
Personal qualities	<ul style="list-style-type: none"> • Social activities display an ability to interact with others. • Enthusiastic to take part in further training, development & supervision. • Compassionate & caring but professional. • Friendly and outgoing. • Reliable & conscientious. • Good standards of hygiene & personal presentation. 	<ul style="list-style-type: none"> • Physical activity displays an interest in keeping healthy.
Circumstances	<ul style="list-style-type: none"> • Flexible approach to working hours & location. • Able to travel using own transport. 	

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.