



Working to end violence and abuse.

## Role Profile

<b>Job Title:</b>	Complex Needs Accommodation & Community DA worker			
<b>Grade:</b>	5			
<b>Salary:</b>	£26505			
<b>Hours:</b>	35			
<b>Contract Type:</b>	Permanent			
<b>Location:</b>	Thanet and Dover			
<b>Responsible to:</b>	Community Service Manager			
<b>Responsible for:</b>	All associated reporting data and case studies			
<b>Please note:</b>	We are an Equal Opportunities organisation. This role is exempt under the Equality Act 2010 pursuant to Schedule 9, Part 1. As such we can only consider applications from women.			
<b>Committed</b>	<b>Curiosity</b>	<b>Connected</b>	<b>Collaborative</b>	<b>Compassionate</b>

### Background:

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

### Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group working and all support colleagues are expected to be capable of integrated working in the wider social system. Colleagues are expected to work flexibly as needed by service demands, this may include evenings and weekends. Where necessary colleagues are also expected to participate in the out of hours service, providing an on-call system for the refuge service users (for which enhancements are paid)

**Working with the mission of the organisation:**

Frontline roles are the reason for the charities existence, and the holder of this post must have excellent team and communication skills (especially in working across the internal and external

systems), must have a strong understanding of the dynamics of domestic violence and abuse, and must have excellent boundaries in working within the limits of the role and be committed to ensuring that Oasis service users have excellent support. This role requires a can-do attitude helping service users to progress on their journeys, building new lives free from violence and abuse.

### **Purpose of the role:**

The post will be part of Oasis frontline services, including a range of services aimed at creating a whole family approach to those experiencing domestic abuse living in Oasis accommodation and the local community. As a team, you will provide a wraparound approach, along with specialist/statutory services. The team offers flexible support to recent victims of domestic abuse through a strengths and needs-led, risk-focused approach.

The key purpose of the Accommodation and Community team is to enhance the safety of individuals and children living in Oasis accommodation, in their own homes and communities, whilst enabling service users to address their needs. The service aims to enable victims to discuss issues relating to their experiences freely and without judgement. They will be supported in whatever decisions they make and be assisted in accessing other agencies as appropriate to their individual circumstances and wishes.

The Complex Needs Accommodation & Community DA worker has a dual purpose role covering both Oasis Accommodation and local Community support but with an accessibility focus working with those clients that may struggle to access and further remain in contact with services. This specialist support involves assertive engagement and intervention that creates opportunities for those who may be deemed to have 'complex needs' to be housed and supported within the service. They should have a good understanding of trauma-informed practice and be able to offer services that meet the needs of people with a range of additional needs.

This role will include proactively working with services to support clients, identifying client's barriers to engagement and having a 'Hands-On' approach to ensure clients receive the correct support to meet their particular needs and priorities.

### **Accommodation DA support worker:**

They are the voice of clients throughout their journey within the accommodation, creating individually tailored interventions to meet their practical and emotional needs. This role requires the skills and capabilities to advocate with a range of multi-agency partners, particularly housing and children's specialist services, and the patience and understanding of mental health and trauma to manage any negative coping strategies of our residents.

### **Outreach DA support worker:**

The community team's work is focused on supporting those living in the community and working with those at medium risk, utilizing a coordinated community response. Following a full needs assessment, they will create support plans that will include, but are not limited to considering risk, safety planning, housing, legal, and financial matters, which are tailored to meet their clients' needs.

## **ADDITIONAL ROLE RESPONSIBILITIES:**

This role will involve excellent multi-agency working and relationship building. Regular attendance at multi-agency vulnerability and co-occurring condition meetings will be required, as well as participating in local partnership events.

They will have oversight of the area support groups, that are run by volunteers and attended by ex and current accommodation clients and community clients. Working with the area service manager they will ensure that volunteers are supported, activities are appropriate and include all religious and local celebrations, and any funding requirements are fulfilled.

The role involves working in highly skilled and pressured environments and will require the post holder to have strong resilience both emotionally and practically. You will be expected to work flexibly as needed by service demands; this may include evenings and weekends.

## **Key Responsibilities:**

1. To manage a caseload; focusing on medium risk victims to provide a proactive short to medium-term service based on the RAISE policies and procedures
2. To be aware of Intersectionality and how it affects our clients.
3. To assess incoming referrals and identify the best support agreement for their needs in accordance with the RAISE support framework toolkit, including specific response times.
4. To contact service users, providing and seeking information with a professional approach via telephone, online and in person.
5. To provide on-going assessment and review of a trauma-informed SMART support and safety plan. This will include a holistic, ongoing view of the multiple needs of the individual.
6. To provide support, information, advocacy and signposting, including relationship breakdown, substance misuse, mental health, safety planning, housing options, welfare & benefits, civil and criminal legal issues, immigration, budgeting, paying bills, addressing debt, tenancy sustainment, education, training, employment and access to other agencies, by telephone, online or in person in a mutually agreed safe place.
7. To enable service users to develop the skills and resources necessary to move on and maintain independence and self-reliance.
8. To provide emotional support, using solution-focused practice and ways to wellbeing.
9. To identify and risk assess complex multiple needs such as substance misuse and mental health.
10. To follow Risk Assessment and Safety Planning processes as detailed in the RAISE toolkit, including the DASH checklist.
11. Manage the safeguarding of vulnerable adults and children in line with organisational policy, in discussion with a Senior/Manager and with an open communication with Children and Families and Adult Services.
12. Risk assess and safety plan with service users and deliver service in keeping with the result.
13. Support the empowerment of the client and assist them in recognising the dynamics of domestic/sexual violence.
14. Develop individual safety and support plans to meet individual risks and support needs that clients face, regularly review cases ensuring that all agencies are meeting the needs of clients. Ensure effective liaison with agencies regarding case management.
15. Refer appropriate clients to MARAC, explaining procedures and rights within the MARAC

process to the client and, keeping clients' safety central to all coordinated responses, ensure all safeguarding referrals are made.

16. Where required, work alongside the MARAC team to support High risk clients within accommodation settings.
17. To refer to High risk clients to MARAC using the RAISE team protocols.
18. To support clients through the criminal justice system, explaining the procedures and their roles and rights within the court process, ensuring that, whenever possible, clients have realistic expectations of the criminal justice system.
19. To liaise with the CPS, Witness Care Unit, police and other partner agencies to ensure that the clients' safety needs are considered within the judicial process
20. To facilitate group work.
21. Provide direct support to Police, primary care services, housing departments, adult and children's social services in the provision and coordination of support developing strong relationships with these and other partners to improve the outcomes for clients.
22. Provide coverage at One Stop shops, drop ins and helplines as required.
23. Where engagement requires, to provide support in a location that meets the needs of the client, ensuring that the lone working policy is adhered to and the location is mutually agreed to be safe
24. To have a hands on approach to support clients in accommodation where required.
25. To participate in co located working with partner agencies, such as police, social services, housing and any other places where attendance is beneficial to the client group.
26. To attend any multi agency meetings or forums as required
27. To participate in awareness raising and training to partner agencies and the general public as requested
28. To ensure that caseload is regularly reviewed, actions recorded and undertaken, and cases transferred or closed following case review.
29. To hold a caseload efficiently and effectively.
30. To ensure that regular opportunities are given for service users to feedback on the service.
31. To maintain thorough, confidential and up-to-date service user records and case management notes using a client database.
32. To engage with all impact analysis and story gathering for organisational learning.
33. To remain up-to-date and compliant with all organisational policies and procedures and professional codes of conduct in order to uphold standards of best practice.
34. Participate in an on call system for out-of-hours emergencies for accommodation clients.
35. To perform other reasonable tasks as identified by the organisation.
36. To engage positively with the clinical supervision process.

#### **Additional Responsibilities relating to Accessibility:**

1. Supporting the development of the referral and assessment pathway for those who struggle to access services.
2. Working face to face is integral to this service provision and may often be in the form of joint visits with other providers.
3. Advocate on behalf of our most vulnerable client group to ensure that their voice is heard, their needs are met and they are treated with the respect and dignity they rightfully deserve.
4. Initiating, attending and developing drop-ins and other services to support complex service users both, within accommodation and in the community.
5. Attending local forums and meetings that consider our most vulnerable client groups and

- developing strong networking opportunities with attendees.
6. Identifying awareness-raising and primary prevention opportunities in the community. This will include regular visits to community groups and other agencies to aid the development of close multi-agency referral systems
  7. Have oversight of the support group, ensuring that funding requirements are met, volunteers are supported, and that the group is accessible.
  8. Complete additional monitoring information for the service as required and support and engage with all impact analysis and story gathering for reporting and learning

**Additional Responsibilities (Accommodation and Outreach DA support worker role):**

1. To manage the day to day running of the accommodation, including undertaking health and safety and fire checks and assessments, and ensure compliance with relevant health and safety legislation.
2. Manage the dynamic relationships with the household, including any resident and neighbour disputes and complaints,
3. Encourage participation in service user consultation and involvement with the organisation.
4. To make applications to appropriate funders and charitable organisations for appropriate individual grants for those leaving the accommodation.
5. Chairing regular House meetings.
6. Managing the daily safety and security of the accommodation.
7. To support clients to fulfill their potential throughout their journey in accommodation.
8. Provide 12 weeks of resettlement support to those who have moved on from refuge into settled accommodation.

**Review arrangements:**

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we will expect to revise this role specification from time to time and will consult with the post holder at the appropriate time.

**Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.**

Person Specification	Essential	Desirable
<b>1. Experience</b>		
Substantial experience of providing emotional and practical support to service users, probably acquired over a period of not less than 2 years.	Y	
Experience of working in a multi-agency setting with a willingness for partnership working	Y	
Experience of engaging with service users through assertive outreach	Y	
Experience of liaising with social services, police, health agencies, housing providers and voluntary organisations	Y	
Experience of working within a residential setting/refuge/women's advice centre or similar, or another relevant agency.	Y	
Experience of working with service users with mental health, drug or alcohol or other additional vulnerabilities.	Y	
<b>2. Knowledge &amp; Qualifications</b>		
Advanced theoretical, practical and procedural knowledge regarding the issues surrounding the impact of domestic abuse and sexual violence victims and their families and the civil and criminal justice remedies relating to domestic and sexual violence.	Y	
Knowledge of when to refer, coupled with the ability to understand complex needs such as substance misuse and mental health issues.	Y	
Knowledge of child and adult protection issues and legal responsibilities	Y	
Knowledge of undertaking risk assessments and designing safety plans	Y	
Knowledge and understanding of the remits of the relevant statutory and voluntary agencies	Y	
A recognised social work, counselling or related qualification		Y
Good understanding of trauma informed practice	Y	
<b>3. Capabilities &amp; skills</b>		
Highly skilled in delivering group work sessions		Y
Highly skilled in assessment of the service user's needs	Y	
Skilled in motivational interviewing and approaches such as brief therapy intervention		Y
A methodical and well organised approach to workload and an ability to work within a stressful environment and be able to work on own initiative with minimal supervision	Y	
Excellent inter-personal and communication skills, able to communicate effectively both orally and in writing. Able to work effectively within a team setting	Y	
An ability to manage crisis situations calmly and with a problem-solving approach. Excellent advisory, guidance, negotiation and persuasive skills in order to influence outcomes for service users	Y	
An ability to develop a trusting and confidential relationship with abused service users and interpret assessments in order to support a safety plan	Y	

To be respectful, non-judgmental, non-directive and confidential in supporting service users. To encourage service users to take control of their lives and set realistic objectives and goals. Ability to communicate effectively with service users whilst maintaining professional boundaries.	Y		
Ability to work within a line management structure	Y		
Good administrative skills. Computer literate and able to maintain accurate records	Y		
Experience of working with an online case management system	Y		
<b>4. Emotional intelligence</b>			
<b>Self Awareness:</b> recognizing own emotions, strengths and limits, being self-confident	Y		
<b>Self Regulation:</b> having self-control, honesty, accountability, flexibility and being welcoming of new ideas.	Y		
<b>Motivation:</b> drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y		
<b>Empathy:</b> understanding others, developing others, client focus, cultivating diversity, able to read and work with group/ team dynamics.	Y		
<b>Social skills:</b> able to influence, convincing and adult communication, inspiring messages, able to drive change, nurturing of instrumental relationships, working together on shared goals and able to create group synergy.	Y		
<b>5. Other</b>			
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y		
Evidence of qualifications listed on the application form	Y		
<b>Full driving license and access to own vehicle</b>	<b>Y</b>		





