



Role Profile

Job Title:	Outreach DA Support Worker			
Grade:	4.5			
Salary:	£25,000			
Hours:	35			
Contract Type:	Permanent			
Location:	Medway			
Responsible to:	Service Manager			
Responsible for:	All associated reporting data and case studies			
Committed	Curiosity	Connected	Collaborative	Compassionate

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, including evenings and weekends. Where necessary colleagues are also expected to participate in the out-of-hours service, providing an on-call system for the accommodation service users (for which enhancements are paid)

Working with the mission of the organisation:

Frontline roles are the reason for the charity's 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 for those experiencing domestic abuse living in the community. Alongside other members of the MDAS team, you will provide a wraparound approach, along with specialist/statutory services. The MDAS team offers flexible support to recent victims of domestic abuse through a strengths and needs-led, risk-focused approach.

The key purpose of this role is to support service users living in the local community to address their needs, to be able 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 circumstances and wishes.

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 include, but are not limited to considering risk, safety planning, housing, legal, and financial matters, which are tailored to meet their clients' needs.

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 policy and procedures.
2. To assess incoming referrals and identify the best support agreement for their needs following the RAISE support framework toolkit, including specific response times.
3. To contact service users, providing and seeking information with a professional approach via telephone, online, and in person.
4. To provide ongoing 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.
5. 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.
6. To enable service users to develop the skills and resources necessary to move on and maintain independence and self-reliance.

7. To provide emotional support, using solution-focused practice and ways to wellbeing.
8. To identify and risk assess complex multiple needs such as substance misuse and mental health.
9. To follow Risk Assessment and Safety Planning processes as detailed in the RAISE toolkit, including the DASH checklist.
10. 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.
11. Risk assessment and safety plan with service users and deliver service in keeping with the result.
12. Support the empowerment of the client and assist them in recognising the dynamics of domestic/sexual violence.
13. Develop individual 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.
14. 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.
15. To refer to High-risk clients to MARAC using the RAISE team protocols.
16. To support clients through the criminal justice system, explaining the procedures and their roles and rights within the court process, and ensuring that, whenever possible, clients have realistic expectations of the criminal justice system.
17. To liaise with the CPS, Witness Care Unit, police, and other partner agencies to ensure that the client's safety needs are considered within the judicial process
18. To facilitate group work.
19. Provide direct support to Police, primary care services, housing departments, and 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.
20. Provide coverage at One Stop shops, drop-ins, and helplines as required.
21. 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
22. To participate in co-located working with partner agencies, such as police, social services, housing, and any other places where attendance benefits the client group.
23. To attend any multi-agency meetings or forums as required
24. To participate in awareness raising and training to partner agencies and the general public as requested
25. To ensure that caseload is regularly reviewed, actions recorded and undertaken, and cases transferred or closed following case review.
26. To hold a caseload efficiently and effectively.
27. To ensure that regular opportunities are given for service users to feedback on the service.
28. To maintain thorough, confidential, and up-to-date service user records and case management notes using a client database.

29. Complete additional monitoring information for the service as required and support and engage with all impact analysis and story gathering for organisational reporting and learning
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31. 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.
32. Participate in an on-call system for out-of-hours emergencies for accommodation clients.
33. To perform other reasonable tasks as identified by the organisation.
34. To engage positively with the clinical supervision process.

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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.