TLC: Talk, Listen, Change

**Role Profile**

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| **Job Title:** | **Domestic Abuse Support Worker** |
| **Hours:** | Full time - 37 hours per week |
| **Salary:**  **Contract type:** | Grade 3: (£24,672 to £29,073) per annum  Annual Continuous Professional Development Allowance  Generous Annual Leave Entitlement  Birthday leave  Fixed term contract until 31st March 2027, with the possibility of a two-year extension. |
| **Location:** | We value the importance of flexible working. Our services are a hybrid of online and in person delivery and therefore this role will include travelling to locations within Greater Manchester to deliver face to face sessions. This role can be home based, across community venues in Stockport, or in our office, Trafford House, Chester Road Manchester, M32 0RS. There is a requirement to travel to the office for training and meetings.  We also value the importance of human connection so offer the flexibility to book working space in Trafford House. |
| **Accountable to:** | Stockport Domestic Abuse Support Partnership Manager |
| **Service Overview** | Stockport Domestic Abuse Support is a partnership which delivers a person centred, trauma informed service for the victims, perpetrators, and wider families of those involved in situations of domestic abuse across the borough of Stockport. The service consists of three categories:    1: Early intervention and prevention approaches for victims and perpetrators  2: Support for high and medium risk victims (complex safeguarding)  3: Independent Domestic Abuse Advocate (IDVA) service.    The service aims to reduce the harm caused by domestic abuse by providing a range of support, across the life course, spanning the spectrum of need and risk. At the heart of all work is the absolute focus of increasing safety for victims, moving them from a place of crisis to a place of safety – while holding perpetrators to account for their behaviour. The partnership will work with each individual in a way that addresses underlying and long-term issues, builds self-esteem, personal resilience, and wellbeing with the aim of ending abuse for those subjected to it and those responsible for it. |
| **Job Purpose:** | To provide comprehensive, bespoke, person-centred support to people experiencing domestic abuse, facilitating improved well-being, resilience, and independence.  To undertake safety focused support work with the partners and ex-partners of clients who attend the Striving to Change domestic abuse prevention programme. To take a role in the ongoing development of this service within the borough of Stockport.  **We are keen to receive applications from applicants of all gender identities, abilities, and ethnic backgrounds as we are keen to ensure that our workforce is representative of the communities we serve.** |
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**Key Responsibilities:**

* To work with victims of abuse to assist in managing the demand on the service ensuring that victims of abuse are supported at the earliest opportunity.
* Conduct initial assessments with victims, focusing on risk assessment and risk management working towards a reduction in the harm caused to the people we are supporting.
* To conduct face-to-face or telephone appointments which will include safety planning sessions, jointly devising, and setting goals based on support needs and providing advice and signposting as appropriate.
* Attend risk review meetings with colleagues delivering behaviour change interventions to partners or ex-partners to ensure work is coordinated with the safety of the victim always the priority.
* Use digital case management systems to record information from client meetings, contact with professionals, case specific supervision, multi-agency working agreements and reviews of risk and need.
* Ensure individual key performance indicators are met and contribute to the delivery of service key performance indicators.
* Provide high quality reporting as requested by Service Manager to demonstrate the impact of the role through data and case studies.
* Develop relationships with Stockport Domestic Abuse Support staff and TLC colleagues. Building working relationships with agencies and VCSEs across Stockport to support referrals and to understand the range of support available to clients.
* To advocate on behalf of clients within multi-agency meetings, including Child Protection meetings and professionals’ meetings.
* To support clients to apply for Court Orders where necessary and where appropriate, support them to attend Court for both civil and criminal proceedings.
* Attend weekly triage meetings to engage in case discussion and support service demand management.
* To attend clinical and practice supervision.
* To conduct all work in a way that reflects the aims and principles of TLC, Talk Listen Change, in particular TLC: Talk, Listen, Change policies on Equal Opportunities and Confidentiality.
* To undertake other duties as reasonably requested

Person Specification

This person specification states the essential experience, knowledge, skills, and attitudes which the selection panel will use to draw up a short list of applicants to be interviewed.  When filling out your application form, please think carefully about how you can demonstrate that you meet each point in the person specification and give examples wherever you can. It is insufficient simply to repeat what it says in the person specification.

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Education, Training and knowledge** | An understanding of the nature of domestic abuse and its impact and effect on victims and their families.  An understanding of why some people use abusive behaviours towards intimate partners or family members.  An understanding of the potential additional needs of clients from BMER communities and a commitment to continue to learn and adapt to ensure that we are meeting the specific needs of all our clients.  Commitment to continued learning and development. | An understanding of the legal options available to clients experiencing domestic abuse.  An understanding of the typologies of domestic abuse.  An understanding of the child protection processes and procedures.  Up to date knowledge of the services available to clients who are experiencing domestic violence.  An understanding of the criminal justice system. |
| **Relevant Experience** | Experience of working with people experiencing domestic abuse, or with other complex support needs.  Experience of providing one to one support and advice to clients.  Experience of managing own workload and administration.  Experience of assessing the safety needs of the people you work with. | Experience of liaising with social workers and other professionals from a range of statutory and voluntary organisations  Experience of dealing with safeguarding disclosures/referrals.  Experience of multi-agency working.  Experience of risk assessment and risk management. |
| **Skills and Abilities** | The ability to communicate clearly with a range of people, both over the telephone and in person.  Ability to record accurate case notes and provide written documents for other professional agencies. (\*please note people with neurodiverse needs will be supported with this where required)  The ability to work as part of a team.  Skills in assessing the risk to, and vulnerability of, those experiencing domestic violence. | Fluent in an additional language.  Skills in group work, or the ability to develop these skills. |
| **Personal Attributes and other factors** | Demonstrate a passion to improving the safety and situations of those we work with who have been impacted by domestic abuse.  Demonstrate an understanding equality diversity and inclusion. To be committed to anti-discriminatory practice when working with the people we serve who have protected characteristics.  Demonstrate an understanding of and commitment to work in accordance with the objectives and principles of TLC: Talk, Listen, Change: To be *Safe, authentic and person centred*.  Demonstrate a willingness and ability to work flexibly, potentially including some evening work.  Ability to travel independently.  Keep up to date and informed with best practise and new initiatives in all areas relating to this role. | Full driving licence with use of a vehicle. |