



## Omagh Women's Aid Job Description

Job Title	<b>Domestic Violence Triage &amp; Short Term Support Worker</b> <b>30 hours per week</b> Plus, participation in our On-Call Rota. Additional retainer fee paid.
Contract	12 months (with possibility of extension).
Location	Omagh Women's Aid Resource Centre & Refuge
Reporting relationship	Reports to: Senior Manager
Remuneration	£ 21,166.00 per annum, pro rata (this salary is based on a 37 hr working week)
Practical requirements	The role will involve evening and weekend work and work on public holidays.  This post is subject to an enhanced ACCESS NI disclosure check.
Overall purpose	<ul style="list-style-type: none"> <li>• The Domestic Violence Triage &amp; Short Term Support Worker will be responsible for taking and assessing referrals to Omagh Women's Aid for women and children seeking support for their experiences of Domestic and Sexual Violence and for providing short term crisis response support and linking them into appropriate ongoing advice and support services.</li> <li>• To work within the self-help and empowerment philosophy of Women's Aid.</li> <li>• To contribute to the overall aims, objectives, and outcomes of Omagh Women's Aid.</li> </ul>
<b>KEY RESPONSIBILITIES &amp; DUTIES</b> Please note this list is intended for guidance on the detail of work involved and is not restrictive.	
<b>SERVICE DELIVERY</b>	<ul style="list-style-type: none"> <li>• To take and process referrals for potential service users from women (self-referrals / walk ins), statutory agencies and community / voluntary groups for our services.</li> <li>• To triage enquiries to determine appropriate type/level of support or other provision required. Includes signposting, making referrals and providing any relevant information needed.</li> <li>• To respond to initial contacts using various methods of communication, including telephone, fax, text messaging, written, email and online, within agreed timescales.</li> <li>• Undertake initial assessments of new referrals, assess risk and triage against support needs.</li> <li>• Accurately record all contacts with clients received onto Case Management System.</li> </ul>

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	<ul style="list-style-type: none"> <li>• To work closely with other agencies that play a key role in responding to the needs of women, children and young people experiencing domestic violence, including statutory and non-statutory agencies to ensure inward and outbound referrals from and to relevant stakeholders.</li> <li>• To attend internal Case Planning Meetings, taking minutes as required and providing up-to-date information on the progress of referrals with the Omagh Women’s Aid team.</li> <li>• To utilise and build upon existing Omagh Women’s Aid partnerships and good working relationships with external agencies to promote the well-being and rights of service users.</li> <li>• To deputise, as required, for the Senior Support Worker and represent Omagh Women’s Aid and service users interests at strategic partnerships, e.g. MARAC, Family Support Hub, etc...</li> <li>• To build and maintain up to date reference bank of domestic violence related materials and service information.</li> <li>• To operate, as required, within a flexi-hours working system to the benefit of service users.</li> <li>• To comply with Omagh Women’s Aid policies, practices and values when delivering services.</li> </ul>
<p>WORK WITH SERVICE USERS</p>	<ol style="list-style-type: none"> <li>1. To meet and greet Service Users and the public and maintain a warm and welcoming environment within the Resource Centre.</li> <li>2. To form a trusting, professional relationship with potential Service Users and where appropriate, advocate on their behalf in housing, health care, welfare, educational, social care, employment, or judicial matters as part of the referral process.</li> <li>3. To provide direct support and intake/triage that enables potential Service Users to identify their support needs and potential areas of risk as part of the Triage Assessment process.</li> <li>4. To adopt a strengths-based approach to harm minimisation, in accordance with the Risk Management Policy. To support women and young people to form a safety and risk management plan to ensure future safety.</li> <li>5. To provide short term crisis response and support to women, children and young people and link into appropriate follow-up support.</li> <li>6. To work in a way which promotes the opportunity for potential Service Users to develop and build on their own strengths, to achieve change and to increase control of and improve the quality of their lives.</li> <li>7. To link Service Users into appropriate advice and support services to assist with income maximisations, welfare benefits claims, debt, budgeting, etc.... as so to promote financial independence.</li> <li>8. To assist Service Users to access advice and support to sustain and maintain their tenancies e.g. help to understand their tenancy rights and responsibilities, to access to furnishings, to budget, set up utility supplies, etc...</li> <li>9. To facilitate access for Service Users to activities and opportunities both within and external to Omagh Women’s Aid, that promotes safety, empowerment, active participation in community life and strengthens safe and healthy relationships with others.</li> <li>10. To comply with the Omagh Women’s Aid Code of Professional Conduct.</li> </ol>
<p>COMMUNICATION &amp; INFORMATION</p>	<ol style="list-style-type: none"> <li>1. To work with basic computer packages for example, Microsoft Outlook, Word, Excel, Powerpoint, e-mail, the internet and cloud-based case management systems e.g., OASIS.</li> <li>2. To utilise an online case management system for case file recording.</li> </ol>

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	<ol style="list-style-type: none"> <li>3. From time to time to represent and promote the work of Omagh Women's Aid at relevant meetings, strategic forums as directed.</li> <li>4. To utilise and build upon existing Omagh Women's Aid partnerships and good working relationships with external agencies to advocate on behalf of service users referred to Omagh Women's Aid and to promote their well-being and rights.</li> <li>5. To communicate and collaborate effectively with external agencies and support networks, in accordance with the Omagh Women's Aid Data Protection, Confidentiality and Safeguarding Policies and Procedures to ensure that Service Users agreed outcomes are met.</li> <li>6. To undertake and contribute towards the effective recording, reporting, monitoring and evaluation of your work and routinely maintain up-to-date Service User case files in line with the Confidentiality and Data Protection Policies.</li> <li>7. To publicise Omagh Women's Aid services via advice surgeries, information sessions and contacts with groups and agencies.</li> <li>8. To raise awareness within the local community of the needs of women and children experiencing domestic violence and the work of Omagh Women's Aid.</li> </ol>
ADMINISTRATION	<ol style="list-style-type: none"> <li>1. To undertake and contribute towards the effective recording, reporting, monitoring and evaluation of your work and routinely maintain up-to-date service user case files in line with the Case Recording, Confidentiality and Data Protection Policies.</li> <li>2. To develop and accurately maintain the recording and monitoring systems in place.</li> <li>3. To participate in the preparation and submission of monthly, quarterly and annual reports to Management and funders.</li> <li>4. Coordinate and compile office diary and arrange appointments and meetings.</li> <li>5. To provide verbal/written reports as required.</li> <li>6. To be aware of the financial constraints of the organisation and to work within agreed project budgets.</li> </ol>
TRAINING & CONTINUOUS PROFESSIONAL DEVELOPMENT	<ol style="list-style-type: none"> <li>1. To participate in an effective and continuous professional development process, taking responsibility to prepare for personal supervision/appraisal and undertake identified training and learning opportunities.</li> <li>2. To be aware of your own training needs and to attend relevant training courses as agreed by Manager.</li> <li>3. To participate in the delivery of training and mentoring to staff, volunteers and students of Women's Aid when required.</li> <li>4. To participate in training and awareness raising programmes aimed at outside voluntary and statutory agencies to promote the work of Women's Aid in the field of domestic violence.</li> </ol>
TEAMWORK	<ol style="list-style-type: none"> <li>1. To participate in the provision of a comprehensive service which is responsive to the needs of service users.</li> <li>2. To work as an effective and supportive member of the floating support team and contribute towards effective working relationships through collaborative working and discussion.</li> <li>3. To respect the roles and responsibilities of all members of the team.</li> <li>4. To participate in team meetings</li> <li>5. Ensure that duties and administrative procedures are adhered to swiftly and efficiently in the best interest of effective teamwork.</li> <li>6. Communicate and collaborate effectively and ethically with colleagues, stakeholders, and external agencies.</li> <li>7. To perform any other reasonable tasks as may from time to time be determined by the line manager.</li> </ol>

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ON CALL	1. To participate in Omagh Women's Aid on-call rota
HEALTH & SAFETY	1. To adhere to health and safety procedures in the workplace and ensure personal safety. Safeguard the interests and safety of colleagues, service users and visitors. 2. To ensure timely risk assessments are carried out, documented and recommendations implemented when appropriate.
ATTITUDE & BEHAVIOURS	1. To ensure commitment to the Ethos, Core Aims and Objectives of Omagh Women's Aid. 2. To work within the Omagh Women's Aid Code of Professional Conduct. 3. To ensure that a high standard of support for women and children accessing Omagh Women's Aid Services is maintained.
POLICY	1. To ensure that your project adheres to Omagh Women's Aid policies and procedures. 2. To keep abreast of policy and legislative change in relation to your area of work.
FUNDRAISING & AWARENESS RAISING	1. Participate in agreed fundraising and awareness raising activities
OTHER	1. Participate in agreed fundraising and awareness raising activities

This post is funded by



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## Triage & Short Term Support Worker Person Specification

Essential	Desirable
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Sound educational background</li> <li>• NVQ Level 111 in Social Care and/or equivalent skills evidenced through experience.</li> <li>• GCSE English and maths at Grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Level degree in related discipline</li> <li>• Training in Domestic Violence Awareness</li> <li>• ICT qualification</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Previous experience of working with community groups, statutory and voluntary sector agencies.</li> <li>• 6 months previous experience of working in a supportive role within a community or residential based environment.</li> <li>• Experience of undertaking risk and needs assessment and determining appropriate type/level of support or provision required.</li> <li>• Experience with information/advice giving.</li> <li>• Experience of using Microsoft Office e.g., Word, Excel, Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with women and children affected by Domestic Violence.</li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge and commitment to women’s issues particularly in relation to domestic violence.</li> <li>• Awareness and understanding of the causes and effects of Domestic Violence.</li> <li>• Knowledge of the legislation and policies relating to, domestic violence, safeguarding vulnerable adults and children, risk management, health &amp; safety.</li> </ul> <p>An understanding of the work of:</p> <ul style="list-style-type: none"> <li>- Women’s Aid’s aims and objectives.</li> <li>- relevant organisations and their role in providing support to those living in the community.</li> </ul>	

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<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Ability to plan and organise work to achieve targets and meet deadlines.</li> <li>• Ability to plan and deliver results on time to agreed standard.</li> <li>• Ability to present written and verbal information clearly, accurately and to a standard appropriate for external presentation.</li> <li>• Ability to maintain professional boundaries and adhere to all organisational policies and procedures.</li> <li>• Ability to develop effective working relationships with staff and external stakeholders, statutory agencies, and community/voluntary groups.</li> <li>• To work on own initiative within the framework of collaborative working.</li> <li>• To maintain and promote the ethos that underpins the policies and practices of Women’s Aid.</li> <li>• To recognise and respond to stress.</li> <li>• Proven ability to give practical and emotional support and guidance within an ethos of empowerment.</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation skills</li> <li>• Group facilitation skills</li> </ul>
<p><b>Attitude</b></p> <ul style="list-style-type: none"> <li>• Respect the rights and responsibilities of others.</li> <li>• Commitment to the needs and issues of women, children and young people experiencing domestic violence.</li> <li>• Have a sound value base of practice.</li> <li>• To have an approachable and non-judgemental manner.</li> <li>• Commitment to the provision of high quality, personally tailored support to empower and enable women.</li> <li>• To maintain and promote the ethos that underpins the policies and practice of Women’ Aid.</li> <li>• Positive, self-motivated and assertive professional individual who can work independently and with a diverse team.</li> </ul>	
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• Car driver with access to a car.</li> <li>• Flexible and responsive to project needs including evening and weekend work.</li> <li>• Ability to participate in the on call Out of Hours rota</li> <li>• Due to the nature of the post, which involves working with children and vulnerable adults the candidate will be vetted.</li> </ul>	

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