

**Domestic Abuse Specialist Refuge Accommodation 37 hrs per week**

**Job Description**

***Women’s Aid ABCLN is a professional, dynamic and energetic organisation providing gold standard support to women and children experiencing domestic abuse.***

**Job Title:** Domestic Abuse Specialist – Refuge Accommodation

**Responsible to:** Accommodation Services Manager

**Location:** To be based in Ballymena Accommodation

**Aim of Post:** Domestic Abuse Specialists provide trauma-informed, high-quality, pro-active, front-line support and services to women and children impacted by domestic abuse across the region. The role will deliver needs and risk-led responses and interventions, always ensuring women and children are central to the process.

# Key Responsibilities of Refuge Accommodation role:

* Support each resident living in Women’s Aid ABCLN refuge accommodation as an individual; recognise and respond to women and children’s specific needs; and ensure their experience is safe, supported and nurturing.
* Organise and deliver weekly house meetings, recording actions and decisions.
* Organise and deliver a residents’ programme of activities to encourage and support women and children living in refuge accommodation.
* Responsible for practical day-to-day housing management issues including health & safety checks and fire drills as determined under agreed procedures.
* Ensure prompt service of maintenance and repairs in refuge accommodation, and maintain accurate records
* Participate in management briefings, supervision and team meetings.
* To participate in the on-call rota, to ensure out of hours emergency/ crisis are responded to appropriately.

**Key Responsibilities of Domestic Abuse Specialist:**

* Identify and assess the needs and risks of each client referred to the service using an evidence-based risk identification checklist.
* Carry a caseload, working with women and children to reduce risk, increase safety and create safer relationships.
* Support the empowerment of women (within the self-help ethos of Women’s Aid ABCLN), enabling them to recognise the domestic abuse within their situation and regain control of their lives.
* To deliver trauma informed and therapeutic interventions with women and children/young people experiencing domestic abuse.
* Establish and maintain links with key agency partners and participate in multi-agency forums/partnership meetings.
* Advocate on behalf of women with statutory and voluntary agencies including housing, job & benefits, social services, healthcare, education, police and legal support.
* Consult with service users and incorporate their views and experiences within service development.
* Ensure all work is carried out to Women’s Aid ABCLN standards and delivered to maximise agreed outcomes.
* Undertake any other duties as required.

# Performance

* Promote a positive image of Women’s Aid ABCLN, representing the organisation to increase professional and public awareness of the organisation’s work and of the needs and views of service users.
* Work as part of a professional team offering peer support, sharing specialist knowledge and skills, and developing good practice.
* Be proactive in carrying out case reviews/case management based on a review of risk and action plans to further progress and close cases.
* Utilise excellent IT skills to maintain accurate and confidential case management records and contribute to the monitoring for the service.
* Produce monthly reports including statistics to enable effective monitoring of the service in line with funding requirements.

# Identify and promote knowledge and learning

* Undertake on-going training to maintain up to date knowledge of current practice and developments in domestic abuse and enable continuing professional development.
* Maintain personal professional development to renew and enhance skills.
* Maintain an understanding of issues in relation to domestic abuse regionally, nationally and internationally.

# Safeguarding Children and Adults

* Adhere to Adult Safeguarding and Children’s Safeguarding policies and procedures, assess risk and manage appropriate responses to concerns.

# Equality, Diversity and Inclusion

* Ensure all duties are carried out in a manner which adheres to Women’s Aid ABCLN Equality & Diversity policies and procedures.
* Respect and value diversity within the local community, recognising the needs and concerns of a diverse range of clients and ensuring services are accessible and equitable to all.

# Health and Safety

* Promote a culture of health and safety, observe all Health & Safety policies and procedures, and complete Health & Safety training as required.

# Data Protection

* Adhere to confidentiality and ensure all client information is maintained in accordance with the Data Protection Act and Women’s Aid ABCLN’s Data Protection policy.

# Other Duties

* To undertake any additional duties relevant to the post, as may be specified by your line manager and/or Women’s Aid ABCLN Senior Management Team

# Flexible Working

* Flexibility to meet the requirements of the service delivery may be required from time to time. This may include a requirement to work outside normal working hours.

# Travel

* Local travel will be required (with payment for mileage expenses).

# Hours of Work: 37 hrs per week

Time-in-lieu can be taken for any additional hours worked.

**Salary Scale:** NICVA/NJC Scale 5: £26,421 - £28,770

Women’s Aid ABCLN offer a competitive **Benefits Package** including:

* Incremental Salary Scale
* 25 Days Annual Leave increasing to 27 Days after five years’ service and 30 Days after 10 years’ service, plus 12 Statutory Holidays
* Generous Pension with Employer Contribution of 8% plus Life Insurance
* Enhanced Occupational Sick Pay
* Carers Leave
* Comprehensive Induction & Training
* Regular Supervision
* Flexible Working options
* Hybrid Working options

# Personal Specification

**Job Title:** Domestic Abuse Specialist

|  |  |  |
| --- | --- | --- |
| **FACTOR** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** |
| **Qualifications and Experience** | 1. One year’s experience of providing direct one to one support (practical and emotional) with persons in crisis plus an academic qualification at level three or above (e.g. HNC, NVQ) in a relevant field.  OR  Three years’ experience of providing direct one to one support (practical and emotional) with persons in crisis.   1. Experience in the identification and assessment of risk and associated safeguarding practices. 2. Experience in the development and implementation of person- centred support plans and management of a key worker caseload. 3. Ability to effectively plan and organise own workload and coordinate other resources to meet deadlines. 4. Excellent team working skills. | 1. Experience of working therapeutically in a multi- agency context to respond to the needs of women and their children. 2. Experience of working with homelessness. 3. Experience of working in a hostel/Accommodation services environment. |
| **Knowledge / Understanding** | 1. Knowledge and understanding of domestic abuse and its impact on women and children. 2. Ability to understand and adhere to Health & Safety at work requirements. | 1. Knowledge about the psychological effects of trauma and abuse. 2. Knowledge of the rights and options available to women and children living with/fleeing domestic abuse including relevant safety measures, protections and legislation. |

|  |  |  |
| --- | --- | --- |
|  |  |  |
| **Skills and Aptitudes** | 1. A high degree of personal motivation and willingness to take on challenges, learn new skills and undertake continuing professional development training. 2. A commitment to secure positive outcomes for women and children who may be experiencing crisis situations and/or living with complex needs. 3. Strong communication skills   - verbal and written, ability to facilitate group discussions and deliver presentations.   1. Ability to liaise confidently and effectively with a broad range of statutory and non- statutory agencies. 2. Ability to work empathically and appropriately with survivors of domestic abuse and other specialist service providers. 3. Competent in the use of IT systems (including Microsoft products). |  |
| **Other requirements** | 1. Commitment to the vision, mission and ethos of Women’s Aid ABCLN. 2. Commitment to anti- discriminatory practice and equal opportunities 3. Willingness to occasionally work unsocial hours when required. 4. Car driver with access to a car (or transport that allows the candidate to fulfil duties of the post). |  |

August 2024