

BIRMINGHAM & SOLIHULL WOMEN'S AID JOB DESCRIPTION

- Post:** Lead Worker
- Hours of Work:** 37 hours per week (some out of hours work will be expected)
- Salary:** **£25,419**
- Job Purpose:** To deliver tailored, holistic support to women affected by violence and abuse and living in the community, including practical and emotional support to increase women's and children's safety and meet identified needs.
- Responsible To:** Safety Unit Manager

Duties and Responsibilities

Support work:

- To work with women to identify their, and their children's, support needs and incorporate these into women's individual support plans
- To assess risk and to safety plan with women, reviewing assessments and risks regularly
- To devise and implement appropriate methods of communication with women and children, in agreement with your line manager
- To provide practical support on a range of issues including housing, benefits, legal matters, and emotional support to enable women's recovery from their experiences of abuse.
- To work alongside colleagues at BSWA's Home Options Hub to provide advice and support to women around housing options and develop individual housing action plans with women
- To support women through their resettlement process where relevant
- To facilitate access to BSWA and its services and to refer and signpost into specialist statutory and community services where necessary to help meet needs
- To encourage the development of safe and appropriate support networks within the community
- To work within the monitoring and evaluation procedures for the project including encouraging feedback from service users and producing statistical information

Development:

- To identify and develop support strategies to meet the needs of women and children seeking support
- To keep up to date with current legislative changes for dissemination within staff team, and for use when working with women and children around their rights.
- To identify and make links with existing projects and community services and to develop joint services where appropriate
- To keep abreast of issues regarding domestic violence on a national and local level with particular reference to those that may affect the work of the Project
- To participate in multi agency work as agreed with your line manager
- To promote awareness of the impact of domestic violence on women and children and BSWA services

Administration:

- To work within BSWA's administrative and financial systems
- To ensure that adequate records are kept for all service users and relevant monitoring data collected and recorded
- To ensure that Health and Safety records are kept up to date
- To produce monthly reports for your line manager

Communication:

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the refuges, staff, volunteers and service users by:
 - a) Maintaining BSWA communication records
 - b) Following safety procedures
 - c) Attending team meetings
 - d) Carrying out risk assessments in conjunction with your line manager
- To attend in-house training
- To attend support and supervision sessions with your line manager
- To develop a professional working relationship with external agencies
- Feedback relevant issues from external meetings/ training to the staff and management teams as appropriate
- To be involved in the Annual Review process

General:

- To maintain the confidentiality of the women and children using the service and in all matters relating to the organisation
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation
- To work within BSWA policies and procedures and demonstrate a commitment to the values and ethos of BSWA
- To work within BSWA's framework for equal opportunities and anti-discriminatory practice
- To adhere to Child Protection and Safeguarding procedures, and Adult Safeguarding procedures throughout
- To undertake any other duties required by BSWA, which may arise and commensurate with the post

Birmingham and Solihull Women's Aid

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Person Specification

Commitment and understanding:	Form	Interview	Test
Commitment to services for women and children affected by domestic violence.	X	X	
Commitment to work within BSWA ethos, policies and procedures.		X	
An understanding of women's issues and feminist principles, in particular around the issues of domestic violence and its implications for women and children.	X	X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs.	X	X	

Experience	Form	Interview	Test
Of providing practical and emotional support to women and children affected by domestic violence.	X	X	
Of offering advice and information and advocating for service users on a range of issues including homelessness, benefits, legal, social welfare issues etc.	X	X	
Of developing and maintaining effective working relationships with external agencies	X	X	
Of working within safeguarding guidelines to protect and promote the well-being of children and vulnerable adults.	X	X	

Skills:	Form	Interview	Test
A professional approach to communicating with and engaging service users in the development and delivery of the service.		X	
The ability to carry out safe working practices essential within domestic violence services, including risk assessment, safety planning and the implementation of confidentiality procedures.	X	X	
The ability to build good relationships with other staff and volunteers and to work as part of a team.		X	
The ability to prioritise and manage a varied workload		X	
Good administrative skills and the ability to work with Microsoft Office.	X		
A willingness to work flexibly to ensure the needs of the service are met.		X	

Desirable	Form	Interview	Test
Relevant qualifications	X		
Current driving licence and access to a car for work	X		
The ability to speak one or more of the community languages of Birmingham, particularly: Bengali, Punjabi, Somali, French, Polish, Farsi	X		