

**BIRMINGHAM & SOLIHULL WOMEN'S AID
JOB DESCRIPTION**



POST: Domestic Abuse HUB Worker

HOURS OF WORK: 37 hours per week (some out of hours work will be expected)

SALARY: £28,082

JOB PURPOSE:

- To work as part of a team to provide emotional and practical support to women and children affected by violence and abuse through our Early Intervention hub and helpline service

Specific community language posts are also available for this role. Please indicate in the supporting evidence if you would be interested in the language post

RESPONSIBLE TO: Early Intervention Hub Manager

DUTIES AND RESPONSIBILITIES

DEVELOPMENT & SUPPORT WORK:

- To provide emotional and practical support to women accessing the EIH, including risk and needs assessment and safety and support planning
- To participate in a rota of helpline cover and model and promote good practice in taking helpline calls
- To participate in a rota to cover drop in appointments at the hub and across community venues as necessary
- To support volunteers and students in delivering support services
- To deliver BSWA's groupwork programme to women affected by DA.
- To facilitate access for women to statutory, community and other BSWA services
- To comply with the recording, monitoring and evaluation procedures of the project
- To keep up to date with current legislative changes for dissemination within the 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 violence against women on a national and local level

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- To participate in multi agency work as agreed with your line manager
- To work alongside colleagues to organise in-house training and information sessions on a range of issues for service users
- 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
- 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:
 - Maintaining BSWA communication records
 - Following safety procedures
 - Attending team meetings
 - Carrying out risk assessments in conjunction with your line manager
- To attend training and conferences relevant to the post, in agreement with your line manager
- 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 and local multi-agency child and adult safeguarding procedures
- To work within BSWA's framework for equal opportunities and anti-discriminatory practice
- To undertake any other duties required by BSWA, which may arise and commensurate with the post

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PERSON SPECIFICATION

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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		
The ability to speak Urdu or Punjabi	X		X