

Role Description

Job Title: Men's Outreach Worker

Department: Ealing DVA Service – Supported Housing

Reports to: Service Manager/Deputy Manager

Location: Ealing

Overall Aim

To provide high quality support to male victims and survivors of domestic abuse who are living in the community.

To be responsible for supporting access to a range of interventions and support measures as part of an integrated package of support to survivors of DVA.

To work in partnership with local and national services to improve and achieve the best outcomes for men.

To deliver support services for Housing for Women within the standards and contract assessment and monitoring framework set out by our Commissioners and funders.

Key Responsibilities

- Responsible for the delivery of high-quality services, ensuring effective reporting to the Manager as appropriate.
- Responsible for effective risk management.
- Responsible for high standards of customer care.
- To act in accordance with the values and aims of Housing for Women.
- To promote and implement Housing for Women's policies and procedures.

Customer Focus

- Provide a trauma informed support service to women and men in the community who have experienced domestic abuse and who have multiple needs, including those referred through MARAC as high risk.
- Empower service users to take an active lead in their support, working in partnership with service users to assess their needs,
- Work innovatively and creatively in order to engage hard to reach, service users with multiple needs.
- Develop and monitor outcome focused individual support plans with the service user.
- Plan and facilitate sessions which explore understanding of DVA, support life skills, healthy lifestyles, and support social interaction.
- Support the service user in minimising risk by undertaking formal risk assessments, developing safety plans, and reviewing these regularly alongside other relevant agencies.
- Provide effective advice and advocacy services to ensure service users have access to specialist advice in key support areas.



- Ensure the support is sensitive to the cultural, religious, and specific needs of the client group and their children.
- Participate in the referral line inbox rota as required.
- To engage and involve service users, in line with the service user engagement policy and strategy, by identifying opportunities for involvement through a process of on-going consultation and to use this process to inform and develop strategies, help shape the service and to enhance engagement and involvement.

Working with others

- Support the Manager to induct, train and develop new staff and volunteers in accordance with HfW policy and procedure and best practice.
- To develop and maintain positive, collaborative working relationships with all Housing for Women staff, both locally and across the wider organisation, being committed as part of the team to providing a high level of support to survivors.
- Foster a team working ethos, meet deadlines, offer support to colleagues and stakeholders where necessary and share successes.
- Build a team culture that is committed to delivering excellent results and continuous improvement.
- Play an active role in service audit and reviews.
- Develop positive working relationships with external agencies and relevant professionals to support the delivery and development of quality services that meet the needs of service users, ensuring that the interests of HfW are protected.
- Work in conjunction with partner agencies and key stakeholders within safeguarding Child and Adult Protection Guidelines.
- Act in a constructive and professional manner always, recognising the role is representing the organization.
- work as part of a team to educate and raise awareness in the community about domestic violence.
- To actively participate in Housing for Women's performance management processes including regular supervision and development. Use supervision and other reflective practice opportunities to consider strengths and weaknesses, thoughts beliefs and motivation.
- Attend relevant training courses as identified during supervision and appraisal. To be mindful of your own wellbeing and seek support when needed.
- Ensure effective implementation of Housing for Women's Diversity and Inclusion policy.
- Foster an awareness of equality and human rights; integrating this ethos into all practices of work and seek to further develop all anti-discriminatory practices.

Record keeping, data management.

- Ensure that accurate and up to date service user, financial, and other relevant service records are maintained.
- Ensure service user files and support plans are accurately completed and clear and that data is entered onto the relevant system within policy timescales.
- Ensure that confidentiality of records and information relating to service users and staff is maintained in accordance with HfW's Confidentiality Policy

Other

- Keep up to date with changes in legislation, policy and best practice in Child Protection and Domestic Violence and contribute to services reviews, working in conjunction with service users, to ensure contract compliance.
- Undertake all duties in accordance with HfW policies, procedures, and guidelines, ensuring compliance with relevant legislation and guidance.



Please note no job description can be entirely comprehensive and the postholder will be expected to carry out additional duties broadly consistent with the job description as required.

All job descriptions are subject to annual review in the light of the project's development. Housing for Women reserves the right to amend this role profile as necessary, after consultation with the post holder to reflect changes in or to the role.

Role Experience, Knowledge, and Skills Profile

Experience

- Minimum of 2 years' experience working with vulnerable male adults from diverse backgrounds in a community or floating support basis
- Experience of supporting Male survivors of DVA
- Experience of undertaking individual assessments including risk assessments and developing and delivering support plans.
- Experience of working collaboratively with external agencies.
- Knowledge of the impact that DVA has upon service users and their children.
- Up to date knowledge of relevant legislation Children's Act, Community Care Act, Domestic Violence Legislation, Housing Act, MARAC protocol
- A working knowledge and understanding of welfare benefits, safeguarding children and adult, child protection, social and voluntary services approaches/involvement.
- Demonstrable knowledge of strategies to empower service users to address issues of DVA.

Skills

- Ability to build effective, professional working relationships both internally and externally whilst valuing diversity.
- Strong crisis management skills.
- Ability to prioritise workload, meet deadlines, make decisions and work independently.
- A good understanding of confidentiality, data protection and professional boundaries
- Experience and an understanding of the risk associated with Lone working
- Excellent written and verbal communication skills and the ability to provide accurate high-quality reports, record information and provide briefings.
- Proficient in using IT systems, client management systems and experience using Microsoft Office or equivalent, including use of Outlook, Word and Excel.

Qualifications

- Educated to NVQ III, A level standard or equivalent. Good standard of literacy & numeracy.
- Personal style and behaviour
- A thorough understanding of and a commitment to equality, diversity, and inclusion as well as anti-discriminatory practice.
- A flexible approach.
- A commitment to the values, vision and objectives of Housing for Women's culture of continuous service improvement.

Other requirements

- A high degree of confidentiality, trust and reliability at all times
 - Ability to take part in in call Out of hours support rota.
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