

Preston Domestic Violence Services

Job Description Outreach Support Worker



**This post is only open to women candidates
(Exempt under the Equality Act 2010 Schedule 9, Part 1)**

Main purpose of job: To provide practical and emotional support to victims and survivors of domestic violence and abuse, through both face to face and telephone support. To develop individual support plans which address the risk of harm, and to offer information, advocacy and sign-posting to survivors on a risk and needs led basis. To support and empower survivors, thereby increasing self-esteem and reducing isolation.

Responsible to: Operations Manager

Location: Primarily office based at Harbour House, Portway and some community work.

Main Duties and Responsibilities

Support for victims and survivors of domestic abuse:

- To provide community based outreach support to victims of domestic abuse, which enables them to make informed choices and explore coping strategies
- To liaise and work with other Preston Domestic Violence Services staff in delivering outreach support
- To complete documentation for each client including a detailed needs assessment and action plan.
- To monitor and evaluate the effectiveness of the support provided, capture client satisfaction and contribute to the production of evidence based reports.
- To provide practical assistance to victims where necessary, including liaison with relevant agencies such as solicitors, housing providers, children's care services, education settings, etc.
- To ensure victims are informed of their benefit entitlements and to assist in claiming these if requested.
- To provide emotional support and where necessary to refer to other agencies as appropriate.

- To assist victims to develop social networks within their neighbourhood and also assist them further develop their life skills, including access to training and employment.
- To attend appropriate meetings with and on behalf of victims.
- To publicise the outreach service to ensure funder targets are met
- To provide management with monthly monitoring figures
- To implement PDVS's procedures for monitoring and reviewing/evaluating the service provided.
- To keep concise records on each victim supported

Team Working:

- To work closely with other staff to ensure the effective running of Preston Domestic Violence Services as an organisation and that a high standard of service is maintained.
- To give support to other workers during busy periods or staff shortages as necessary.
- To attend and contribute to staff group supervision meetings and staff development/training days. This is a compulsory part of the job.
- To keep up-to-date with relevant information and legislative changes and share with other team members.
- To assist in seeking funding for the continuation of the service

Other Duties:

- To take part in the staffing of the Helpline.
- To update the line manager of any areas of concern
- To attend meetings and training courses as agreed with the Operations Manager.
- To implement the policies and procedures of Preston Domestic Violence Services.
- To maintain confidentiality in matters relating to Preston Domestic Violence Services.
- To monitor and evaluate work and provide reports when requested.
- To attend appraisals when required.
- To work alone as and when required in accordance with the Lone Worker's procedures.
- To be open to the concept of progress and development, both personal and organisational.
- To undertake any other reasonable duties as and when may be required.

Person Specification

1	Skills and Abilities	Criteria
1.1	To provide support to people who are or have been victims of domestic abuse.	Desirable
1.2	To develop trusting relationships with a wide range of agencies in order to secure the best service for the service user.	Essential
1.3	To advocate for and behalf of service users.	Essential
1.4	A willingness to challenge and to persist to achieve positive outcomes for the service user and the organisation.	Essential
1.5	To work independently, and as part of a team, to meet the needs of service users.	Essential
1.6	To be proficient in the use of 'word' and other applications and to be self-servicing. This includes responsibility for record keeping and providing monitoring and evaluation report.	Essential
1.7	Have excellent interpersonal skills: a) be able to communicate effectively in English -verbally and in writing - to a wide range of people b) have good listening skills and be able to comprehend verbal information c) be co-operative and a supportive member of a team	Essential
1.8	Be able to work well under pressure and work with minimal supervision.	Essential

2	Knowledge and Understanding	Criteria
2.1	Have knowledge and understanding of the effects of domestic violence on the lives of victims and their children.	Essential

2.2	Have a good understanding of the issues facing victims from diverse backgrounds.	Essential
2.3	Have some understanding of the law and legislation in this area.	Desirable
2.4	Have an understanding of equal opportunities and anti-discriminatory principles and be able to apply them when dealing with clients and colleagues.	Essential

3	Experience	Criteria
3.1	Experience of working as a support worker with vulnerable adults.	Essential
3.2	Experience of working with people from a range of backgrounds and cultures.	Essential
3.3	Experience of understanding mental health issues.	Desirable

4	General	Criteria
4.1	Ability to publicise the outreach service.	Essential
4.2	Demonstrate an understanding of equality and anti-discriminatory principles and practice.	Essential
4.3	Willingness to work in line with PDVS's confidentiality policy.	Essential
4.4	Willingness to undertake a Disclosure Barring Service (DBS) check.	Essential

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