



POST: Support Worker – Inhouse Team (9 months, with possibility of extension)

TERMS: Salary £30,232; Full-time

REPORTS TO: Team Leader – Inhouse

CLOSING DATE: Wednesday 11 September, 12pm **but please note we are considering applications on a rolling basis and will begin interviewing from 12 August*

MAIN PURPOSE OF JOB

To provide trauma informed practical and emotional support to vulnerable women who are at risk of or are being sexually exploited. As part of the small Inhouse advocacy team, you will sometimes supervise the Drop-In service at the King's Cross hub centre (open Monday-Thursday afternoons), and will undertake one-to-one casework with a set of women who need wraparound support, including emotional and practical support, accessing emergency accommodation, advice and sign-posting on addictions, health, abuse, welfare and more. You will also help build relationships with partner organisations to ensure the women receive the help they are entitled to; and you will work in line with our values and policies in a trauma informed way.

MAIN DUTIES AND RESPONSIBILITIES

Casework

1. Undertake casework as an inhouse team member
2. Perform initial and regular follow-up needs assessments with women who use the service, and undertake regular support planning with women
3. Provide practical assistance to support women achieve the targets on their support plans
4. Offer emotional support and build relationships of trust
5. Accompany women to appointments/other engagements to offer support
6. Advocate on behalf of women who use our services
7. Visit women in prison, hospital etc.

Drop In Support

8. Arrange and participate in the drop-in rota
9. Act as 'Duty' worker on a rotational basis. This involves:

- Running reception, being first point of contact on the phone, at the door and checking email referrals, greeting visitors, and linking women who use our services to an appropriate worker
- Assessing levels of risk, e.g. intoxication, and restricting access when unsafe
- Managing attendance lists and requests for laundry, showers, therapies, advice sessions
- Being the central point of coordination for the daily running of the drop-in, and any incidents
- Acting as the fire marshal in the event of a fire alarm

Crisis Management

10. Assess whether a presenting individual is in crisis. If she is, prioritise this over other work and ensure her needs are responded to appropriately.
11. With the Head of Services, lead response to challenging incidents and behaviour in-house at Birkenhead St.

Health & Safety

12. Work with the Facilities Manager and the Head of Services to ensure that our premises are safe for women and staff, and that risks are well managed and volunteers and staff are operating safely at all times
13. Undertake ongoing risk assessments & risk management for individual women and for activities, outings etc.
14. Respond to panic alarms
15. Manage conflict, health and other emergency situations
16. Maintain building security & safety (including undertaking daily open-up and lock-up)
17. Be aware of and adhere to safety and emergency procedures

Team working

18. Attend staff meetings, briefings and handovers as necessary
19. Carry out joint work with other staff members
20. Liaise with volunteers
21. Participate in supervisions & appraisals

Information management

22. Record attendance, case notes, incidents, risk assessments, support plans on database
23. Be aware of and adhere to confidentiality policies and procedures
24. Undertake training and use own initiative to increase knowledge and understanding and stay up to date with changing legislation, best practice etc.

Partnerships

25. Liaise with other agencies to ensure the women who use our services receive support they need
26. Maintain awareness of other support available to women
27. Maintain good relationships with other agencies

Other duties

28. Undertake additional responsibilities linked to delegated area of responsibility, e.g. transition, volunteer coordination and support, as agreed in personal objectives
29. The post holder may be required to perform other duties commensurate with their role and abilities, as reasonably required, to facilitate the smooth running of the charity

Trauma informed support, Confidentiality, Safeguarding

1. To work in a trauma informed manner aligning with policies and procedures.
2. To work in a confidential manner as a highest priority, while also understanding and explaining to the women we are working with the circumstances when confidentiality may be broken.
3. To work in line with Safeguarding guidelines and policies, to ensure that the women we are working with are fully safeguarded.

Other information

We are a dynamic charity, therefore changes in the core duties and responsibilities of the role may evolve as the organisation develops. These guidelines are not a term or condition of contract.

Each post holder is expected to contribute to their own professional development which includes regular supervision, self appraisal and participation in training and development opportunities.

We expect all staff to abide by Women at the Well's equality policy, and to share our organisational values, and behave in a way that reflects these.

Additional information:

DBS Disclosure at Enhanced level will be required prior to any offer of employment; this post is exempt from the Rehabilitation of Offenders Act 1974.

This post is open to female applicants only, as a genuine occupational requirement in accordance with Schedule 9 (part 1) of the Equality Act 2010.

PERSON SPECIFICATION

Experience

- A. Experience of working with vulnerable and socially excluded women (facing for example sexual exploitation, prostitution, homelessness, drugs, alcohol, violence, mental and physical ill-health, etc).
- B. Experience of managing a caseload, needs assessment, planned support, key working, goal setting and advocacy with women with complex needs.
- C. Experience of working under pressure, managing time effectively and prioritising different areas of work according to need.
- D. Experience of responding to and managing complex and difficult situations in relation to vulnerable client group(s) including crises, violence and aggression.
- E. Experience of networking and effectively liaising with specialist service providers or agencies in order to establish and/or improve access to services for clients.
- F. Experience of challenging appropriately and maintaining clear and appropriate boundaries.

Skills & Abilities

- G. Excellent communication skills, written and oral, including the ability to communicate appropriately with varied audiences
- H. A level of IT skills, numeracy, literacy and comprehension that enables you to prepare and maintain records, communicate in writing with other agencies and analyse written and numerical information.
- I. Good analytical, problem-solving and organisation skills.
- J. The ability to independently research, assimilate and apply new information, such as changes to housing law, benefits etc

Knowledge & Understanding

- K. An understanding of housing, homelessness, immigration, welfare benefits, prostitution, anti-social behaviour and mental health legislation, and domestic and sexual abuse and how these affect vulnerable women
- L. Knowledge of Safeguarding procedures
- M. An understanding of the effects of trauma on women, and an understanding of what it means to work within a trauma informed framework; alongside an understanding of how racism, women's inequality, disability and poor health, class inequality, trauma in childhood and social exclusion can all drive exploitation and make it harder to get support.
- N. An understanding of inequality and the law and how that relates to vulnerable women.

Personal Qualities

- O. Open, flexible, motivated and with initiative and drive.
- P. Works well within a team but can adapt to working independently.
- Q. Non-judgemental with the ability to empathise.
- R. Willingness to work flexibly in response to changing organisational requirements and work outside of office hours on occasion.
- S. A personal commitment to equality, our organisation's values, and ending the exploitation of all women