



POST: Support Worker - Outreach Team (Maternity Cover, 12 months)

TERMS: Salary £30,232; Full-time; 12-months fixed term contract

REPORTS TO: Team Leader - Outreach and Support

CLOSING DATE: Tuesday 2 April, 12pm

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 Outreach team, you will be expected to join weekly shifts in the community, as well as face to face support on a one-to-one basis. This support includes accessing emergency accommodation, crisis support, resettlement/relocation support, sign posting, further on-street and off-street support etc. You will also help build relationships with partner organisations to ensure the women receive wraparound support suitable to their needs; and work in line with our values and policies in a trauma informed way.

MAIN DUTIES AND RESPONSIBILITIES

Outreach and Casework

1. Undertake outreach shifts according to the rota as well as partner working with other supporting agencies.
2. Perform initial and regular follow-up needs assessments /one to one support with women who use the service.
3. Attend professional/partnership meetings.
4. Undertake regular support planning with women, ensuring the women are at the centre of their support plans.
5. Provide practical assistance to support and empower women to achieve the goals on their support plans.
6. To build trusting relationships and support women emotionally.
7. Accompany women to appointments/other engagements to offer support.
8. Advocate on behalf of women who use our services.
9. Visit women in the community, hostels, hospital etc.

Drop-In Support

Note: This is dependent on circumstances within the organisation; you may be asked to support within the inhouse drop-in service at King's Cross.

10. Provide support in the drop-in as needed and according to the rota.
11. Act as 'Duty' worker on a rotational basis. This involves:
 - Running reception, being first point of contact on the phone, 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, and 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

12. Assess whether a presenting individual is in crisis. If she is, acting on this immediately within safeguarding guidelines.
13. Respond effectively and accordingly within guidelines and policies in relations to her needs and safety.
14. Ensuring that when a woman is in crisis this is acted on immediately, and relevant leads are reported to.

Health & Safety

15. Work with the Team Leader to ensure that outreach shifts are undertaken according to policy and procedures, and that risks are well managed, and volunteers and staff are always operating safely.
16. Undertake ongoing risk assessments & risk management for individual women.
17. Undertake ongoing risk assessments & risk management for activities, outings etc.
18. Respond to panic alarms.
19. Manage conflict, health, and other emergency situations. Ensuring that appropriate services are informed and worked alongside for the best interest of the women.
20. Maintain building security & safety (including undertaking daily lock-up)
21. Be aware of and adhere to safety and emergency procedures.

Team working

22. Attend staff meetings, daily briefings & debriefing, weekly handovers as necessary.
23. Carry out joint work with other staff members.
24. Liaise with volunteers.
25. Participate in supervisions and appraisals.
26. Check in and check out process to be followed daily.
27. Ensuring that relevant team members are updated with you location throughout the day for your safety.

Information management

- 28. Record attendance, case notes, incidents, risk assessments, support plans on database.
- 29. Be aware of and adhere to confidentiality policies and procedures.
- 30. Keeping update to date with policies and procedures.
- 31. Undertake training and use own initiative to increase knowledge and understanding and stay up to date with changing legislation, best practice etc.

Partnerships

- 32. Liaise with other agencies to ensure the women who use our services receive the support they need.
- 33. Maintain awareness of other support available to women.
- 34. Maintain good relationships with other agencies.

Other duties

- 35. Undertake additional responsibilities linked to delegated area of responsibility, e.g. transition, volunteer coordination and support, outreach etc. as agreed in personal objectives.
- 36. 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

- 37. To work in a trauma informed manner aligning with policies and procedures.
- 38. 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.
- 39. To work in line with Safeguarding guidelines and policies, to ensure that the women we are working with are fully safeguarded.

Other information

Women at the Well is 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 equal opportunities 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, particularly those involved in 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 individuals with multiple disadvantages.
- 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 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 how they 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 Equal Opportunities 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