

Job Description



Job Title:	Specialist Children's and Young Person Advisor	Department:	Wiltshire Services
Reports to:	Children's and Families Team Manager	Salary:	£23,088 - £25,158
Accountable to:	Team Manager	Hours:	22.5 hours per week
Responsible for:	N/A	Location:	Wiltshire – travel required across the county

Main purpose of the Job

This role is part of the Wiltshire Project which provides individual and family support to domestic abuse for victims and their children.

Working with children and young people, the team will focus on delivering timely and high quality, trauma informed support to children who have been the victims of domestic abuse.

This is a fixed term position to November 2025.

This exciting post will be working with children who have experienced or been affected by domestic abuse. Focusing on standard and medium risk cases, this role will provide practical and emotional support to children and young people, with an emphasis on early intervention and awareness raising.

In addition, there will be the opportunity to work with the team and manager to develop and deliver new group work provision for young people.

Key tasks and responsibilities include:

- To provide high quality, specialist support to children who have lived in a domestically abusive family.
- Enabling young people to access statutory and other services where appropriate.
- Managing a caseload and working proactively to support young people and their families.
- To deliver educational, time-bound, 1 to 1 support sessions for children and young people.

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- Provide specialist support to child victims, with a focus on empowering young people to make informed decisions.
- Ensure that children and young people have a thorough understanding of what constitutes a 'healthy relationship'.
- Undertake risk assessments and implement robust safety management plans.
- Give practical and emotional support to children affected by domestic abuse.
- Work closely with multi-agency partners and the wider Wiltshire team to ensure that we maintain a focus on risk management and safeguarding.
- Work with your team and manager to develop early intervention resources.
- Engaging with and supporting the MARAC and MASH process, to ensure that the voice of victims is heard.

This role will be based in our Trowbridge office, with a requirement to travel across Wiltshire. FearFree supports staff to work flexibly, with an ability to work in a hybrid fashion, both at home and in the office.

Main Responsibilities and Tasks

Key responsibilities:

- Manage a caseload of low to high risk children and young people, predominantly through face to face appointments but also utilising virtual technologies.
- Complete an initial assessment of the child's needs so that you can identify and plan the support needed to address issues and prevent any problems from escalating.
- Assess, manage and review risks to service users, colleagues and self, according to agreed procedures.
- Assess the needs of the child and devise appropriate support and safety plans with due regard to the dynamic nature of risk.
- Work with colleagues, health and social care professionals and multi-agency networks to evaluate caseload needs and the progress that has been made.
- Work directly and proactively with children and young people to help them to understand the impact that Domestic Abuse has had on them.
- Ensure personal safety and that of service users and other staff at all times.
- Respond to emergencies and crises with a focus on the child's wellbeing and safeguarding.
- Plan and implement activities to promote self-awareness, confidence and participation for children.
- Provide person centred, trauma informed support to all your cases, to empower the young person to make informed choices.
- Enable service users to participate in the design, delivery and evaluation of services.

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- Work effectively in partnership with multiple statutory and voluntary agencies to enhance service delivery, safety and safeguarding.
- Respond to a child's individual learning needs and style, adapting practice as necessary.
- Work closely with schools and education establishments to ensure support offered to service users is appropriate, planned and coordinated.
- Keeping the child's voice central to all support and decision making wherever possible: taking the time to talk through and work with the individual child's understanding around safeguarding and why we need to share certain things.
- Act as duty officer for Wiltshire, responding to incoming calls, logging referrals and making assigned outgoing calls, according to the duty rota. Duty shifts will be 9 – 5 in the Trowbridge Office.
- To understand and work effectively within a multi-agency framework, consisting of the MARAC and local partnership responses to domestic abuse, in order to reduce the risk for service users and their families.
- Accompany service users, when needed, to other relevant agencies and support them in their interactions with these agencies.
- To work alongside colleagues to deliver a whole family approach.
- Be proactive with your line manager to carry out periodic case reviews.
- Respect and value the diversity of the community in which the services work in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.

Groups and Activities

- Work with the Childrens and Families Team Manager to develop and deliver, a group work intervention for young people.
- Assist with recruiting children and young people to be involved in the development of groups or activities, providing them with on-going support.
- Run groups for children and young people following a planned programme.

General

- Work at all times in accordance with the requirements of the Lone Working Policy and Procedure.
- Attend and contribute to team meetings.
- Update written and computerised records with accurate and clear information.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Undertake agreed training and keep updated on changes in legislation, policy and best practice.
- To support additional duties at your team managers discretion.

Responsibilities

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- Appropriately manage highly confidential information relating to vulnerable people.
- Ensure security of data, especially sensitive personal data, in line with the information security policy.
- Work within FearFree’s Policies and Procedures at all times.
- Be mindful of responsibilities in respect of health and safety. In particular:
 - Co-operate at all times with management in the implementation of and adherence to health and safety policy and procedures;
 - Take reasonable care for your own safety and for the safety of others who may foreseeably be affected by your actions at work;
 - Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work;
 - Report all health and safety concerns to line managers;
 - Assist with the completion of the risk assessment programme.

Other

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and our service users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree’ Equality, Diversity and Inclusion policy.

Health and Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits etc.

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Policies and Procedures

Responsibility for formulating, updating & monitoring relevant FearFree policies & procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates

All employees need to be aware of all FearFree' policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding leads immediately. This role will require an enhanced DBS check.

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Person specification

Requirements		Essential (E) / Desirable (D)
Education and qualifications	Good standard of general education	E
	Higher level education or similar/ relevant professional qualifications	D
	Relevant training	D
Experience	Experience of conducting needs and risk assessments	E
	Experience of managing risk	E
	Experience of providing needs-led support to clients with a variety of support needs	E
	Experience of building and maintaining partnerships with other agencies	E
	Experience in working with vulnerable people and/ or children and young people	E
	Experience of working within a multi-disciplinary service or multi-agency network.	D
	Experience of working with victims of domestic abuse	D
Knowledge	Knowledge and understanding of the issues facing people who have experienced domestic abuse and its impact	D
	Knowledge of child protection and safeguarding	E
	Knowledge of domestic abuse legislation, including civil and criminal law remedies available to survivors	D
	An understanding of the needs of people from diverse backgrounds affected by domestic abuse	D
	Knowledge of relevant statutory services and legislation	D
	An understanding of confidentiality principles	E
	Knowledge and understanding of trauma and its impact	D
	Ability to work under pressure	E

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Skills and abilities	Ability to plan own workload, manage time effectively and deal with changing and competing demands	E
	Ability to think creatively and show initiative	E
	Ability to communicate with distressed people empathically	E
	Ability to establish and maintain appropriate boundaries	E
	Ability to establish and maintain professional working relationships with both clients and other professionals	E
	Ability to communicate effectively with a range of professionals	E
	Ability to instill confidence in other professions	E
	Strong verbal and written communication skills	E
	Ability to maintain effective administrative and monitoring systems	E
	Ability to work in a self-directed manor where required	E
	Ability to support people with a non-directive approach	E
	Ability to use email, Microsoft Office and other relevant IT systems.	E
	Reliable and trustworthy	E
Attitude and presentation	Efficient and punctual	E
	Non-judgmental	E
	Willingness to critically assess own performance and reflect on own practice	E
	Understanding of and commitment to equal opportunities	E
	Willingness to undertake further training as required	E
	A commitment to making a positive difference	E
	A willingness to travel across Wiltshire as and when required	E
	Flexible in approach	E