**Juno Women’s Aid**

**RISE Complex Support Worker**

**POST TITLE**  RISE/Complex Support Worker

# LOCATION Women’s Centre

**RESPONSIBLE TO** RISE Team Leader

**HOURS**  23 hours in addition 4 hours of Complex Needs = 27 hours

# PAY NJC Scale Point 26 £23,866 pro rata

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| JOB PURPOSE To work as part of a team to provide a high quality independent support service to women living in Nottingham City who have or are experiencing domestic violence and abuse.To provide short, medium and longer term interventions which will enable women and their children to be safer, achieve better health and wellbeing and longer term autonomy and resilience. To work in partnership with the Police, Children’s Social Care, Housing and other agencies to ensure holistic and joined up service delivery  |

**PRINCIPLE DUTIES & RESPONSIBILITIES**

1. To provide a clear referral pathway into the service that is promoted and easily accessible to partners and key referral partners.

* On a rota basis carry out duty days at Juno offices to receive, assess and respond to referrals including providing an immediate crisis response
* On a rota basis be based with Housing Aid and at other community venues to take and respond to referrals.
* Carry out a DASH RIC for every woman referred to the service and refer to the relevant MARAC where an assessment is high risk
* Using completed DASH RIC and other risk assessments develop personal safety plans for women and their children and review regularly
* Set up and run community-based drop in advice sessions
1. To negotiate, develop, monitor and review time limited packages of casework support to women.
* In conjunction with women, undertake an assessment of need, produce support plans and review them on a regular basis.
* Carry out regular key working sessions at safe locations
* Advocate on women’s behalf and produce reports for agencies as required
* When appropriate accompany women to appointments
* Use innovative, creative and flexible methods of intervention to meet the support needs of women
1. To work closely with internal services and other local organisations in order to receive and make referrals.
* Make and receive appropriate referrals to the Sanctuary Scheme, Housing Departments, Social Care, Police, Helpline, and Equation
* Liaise with internal Juno services and external key agencies to ensure a co-ordinated response to survivors
* Share information as appropriate with relevant agencies.
* Keep the service information up to date and ensure key partners are aware of any changes.
1. To provide housing-related support to women and their children in the service.
* Keep up to date with housing legislation in the City
* To maximise women’s income for housing related funds.
* To advise women on housing management of their properties.
* Advise women on the Sanctuary Service about alternative ways of staying safe in their homes.
1. To provide support relating to civil, criminal law and family law including reporting of child protection and safeguarding issues, where necessary.
* Provide advice, signpost and refer women and their children to relevant services and agencies.
* Where appropriate, to represent and advocate on behalf of the women in the service.
* Comply with Juno Safeguarding Policies.
1. To maintain and keep up to date Juno systems for management of cases.

* Ensure service user case records in On Track are complete and up to date at all times
* Complete all monitoring in the format requested adhering to deadlines
* Undertake regular case management and supervision sessions with your line manager
1. To provide locality based Healthy Relationship Programmes and one to one advice sessions for current and former service users as well as new service users.
* Plan, facilitate and evaluate Healthy Relationship Programmes in conjunction with partners and volunteers.
* Plan and carry out regular One to One advice sessions.
1. To collate, maintain and monitor information and resource materials, keeping this updated in line with research, policy development, national and local best practice, learning from DHRs and SCRs and other literature relevant to the delivery of the service to women experiencing domestic violence/abuse.
2. To ensure that the scheme is accessible to all potential service users
* Plan and promote one to one advice sessions, key working and healthy relationship sessions that are accessible to all female sections of the community.
* Produce literature in various forms and free of jargon to meet the needs of the target audience
* Access interpreting services as appropriate.
1. To comply with Juno Equality and Diversity Policy and practices at all times.
* Ensure effective implementation of inclusive and anti-oppressive practice.
1. To comply with Juno Health and Safety Policy and Risk Assessment Policy in carrying out all duties.
* Be responsible for the health and safety of self, other employees and service users.
* Carry out risk assessments and put in place risk management plans for off-site venues and meeting places
* Comply with Juno Lone Working Policy and adhere to Juno Lookout system.
1. To involve service users in the delivery of the service, service review and service development
	* Ensure that the views of service users are at the heart of any decisions made which affect their lives
	* Encourage service users to provide feedback on their experience of the services they receive from Juno and from other agencies
	* Encourage participate in Juno service user consultation events and Juno Service User Forum
	* Ensure service users are aware of the Juno Complaints Policy and Procedure
2. To work as part of a team and contribute to the overall development of the organisation.
* Attend team meetings and supervision sessions and contribute to the development of Juno services
* On request, write reports and contribute to quality assurance audits and reviews
1. To be flexible and prepared on occasion to work outside normal office hours in response to the needs of the women and in a variety of locations, across the City.
2. To carry out your duties with a feminist perspective and adhere to the Duluth Model of power and control.
3. To undertake any other duties commensurate with this post, as requested by the line manager.

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| Person SpecificationRISE Support Worker (South County)  | Method of Assessment |
| A | I | T | D |
| **Values**  1.A feminist analysis of the causes of domestic violence against women**Experience**  2.Experience of and ability to provide non-directive and non-judgmental support, advice and advocacy 3.Experience and knowledge of safeguarding children and adults 4.Experience of supporting women with or without children who have experienced domestic violence.5.Experience of working with people who have either mental health and/or drug/alcohol issues6.Experience of supporting women from BMER communities and effective communication with a wide range of individuals and agencies7.Experiencing of working in crisis situations and dealing with conflict 8.Experience of working with vulnerable women and children9.Experience of supporting service users with housing, legal and practical tasks 10.Experience of liaising with a range of voluntary and statuary agencies.  | √√√√√√√√√√ | √√√√√√√√√√ | √√√√√ |  |

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| **Person Specification** | Method of Assessment |
| A | I | T | D |
| **Abilities and skills** 11.Demonstrate good telephone skills and listening skills 12.To be able to make appropriate referrals and keep accurate case management records 13.To be able to work alone using own initiative and be able to work as a member of a team, sharing best practice. 14.To have an understanding of domestic violence and its effects on children and how children experience domestic abuse15.To be self motivated and committed to improving services for women and children experiencing domestic violence16.Good time management and organisational skills17.Ability to monitor statistics and produce clear reports and letters, both written and using IT equipment18.Ability to work as part of a diverse team and over more than one team.19.Able to work some evenings and weekends 20.Willing to be trained to deliver a Healthy Relationship Program and to access training which includes overnight stays. 21.Willing to undertake appropriate training to keep up to date with legislation, local and national policies **Specific requirements** 22.Access to your own vehicle which is insured for business use and available for use within your role. 23.Positive DBS Check 24.Willing to undertake Police vetting  | √√√√√√√√√√√√√√ | √√√√√√√√ | √√ |  |

A=Application I = Interview, T=Test, D=Demonstrate