


Job description	Community Outreach Worker		 <b>Rising Sun</b> Domestic Violence & Abuse Service
Location:	Ashford, Shepway and Canterbury	Work pattern:	3 days per week/22.5 hours per week
Responsible to:	IDVA Manager	Direct reports:	N/A

<b>Main duties:</b>
<b>Managing service delivery and performance</b>
1 To provide practical and emotional support to survivors of domestic abuse in accordance with Rising Sun's philosophical principles. This will include conducting key work sessions on a regular basis and keeping casework records up to date.
2 To establish the risks to and the needs of survivors of domestic violence, through enabling survivors to assess and manage risk to their own and their children's safety.
3 To develop and deliver individual support and risk management plans to address the risk of harm to survivors of domestic violence, and to ensure that such plans are in place for every referral.
4 To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the Service Director, or if unavailable another manager.
5 To work in partnership with other agencies and to advocate for survivors to ensure their needs are met.
6 To ensure that survivors are aware of their rights to legal protection for themselves and their children, and to arrange for the provision of legal advice as required and accompany to appointments if appropriate.
7 To assess survivors' benefit requirements of escaping domestic violence and to ensure prompt take up of housing and other benefits.
8 To facilitate psycho-educational group programmes for those experiencing/experienced domestic abuse.
9 To recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from BME groups, LGBT communities, disabled people, adults with multiple and complex needs and other marginalised groups.
10 To be an ambassador for Rising Sun Domestic Violence & Abuse Service, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic violence and their children.
11 To work within Rising Sun Domestic Violence & Abuse Service quality management system following all policies and procedures.
12 To provide monitoring and evaluation reports as required.
13 To ensure that the views and experiences of those we support shapes and informs the development of Rising Sun's service.
14 To report any problems/difficulties/complaints to the Service Director and participate in follow up investigations as required.
15 To maintain confidentiality and to ensure that professional boundaries are observed when working with survivors, staff and external bodies and to work within Rising Sun Domestic Violence & Abuse Service Code of Conduct.
<b>Managing safety</b>
16 To ensure Rising Sun Domestic Violence & Abuse Service's lone working procedures are followed.

17 To maintain the safety and well-being of survivors of domestic violence and their children, and to communicate immediately with the Service Director any concerns regarding safety.


18 To ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 1998.

**General**

19 To develop and maintain positive, collaborative working relationships with all Rising Sun staff and partner agencies, and to be committed as part of the team providing a high level of support to survivors and their families.

20 To attend all meetings or training as requested by the Service Director. To attend regular supervision sessions and participate in Rising Sun's performance management process.

It is essential to the development of Rising Sun's service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Person specification	Community Outreach Worker		 <b>Rising Sun</b> Domestic Violence & Abuse Service
Criteria		Essential / desirable	How measured? (Application form/ interview/assessment)
Education/ qualifications	1.1 Good standard of general education	Essential	Application form
	1.2 A recognised social work/housing/legal/counselling or other relevant qualification	Desirable	Application form
Experience	2.1 Significant proven experience of providing direct emotional practical and advocacy support	Essential	Application form/ interview
	2.2 Experience of assisting people in applying for benefits	Essential	Application form/ interview
	2.3 Experience of identifying and responding to the risks to and needs of survivors of domestic violence	Essential	Application form/ interview
Abilities/ skills/ knowledge	3.1 Knowledge of the dynamics and impact of domestic violence and how best to support survivors	Essential	Application form/ interview
	3.2 Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic violence	Essential	Application form/ interview
	3.3 Evidence of the ability to build and develop supportive relationships with those who have experienced abuse and their children maintaining professional boundaries	Essential	Application form/ interview
	3.4 Evidence of the ability to build effective relationships (both within and external to	Essential	Application form/ interview/ assessment

	the organisation), showing sensitivity for others' viewpoints and valuing equality and diversity		
	3.5 Evidence of the ability to provide, non-judgemental, non-directive and confidential support for adults to take control of their lives and set realistic objectives and goals	Essential	Application form/ interview
	3.6 Evidence of the ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient	Essential	Application form/ interview/ assessment
	3.7 Evidence of the ability to take responsibility for own actions and behaviour being able to reflect on previous experiences to improve own practice	Essential	Application form/ interview
	3.8 Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent	Essential	Interview
	3.9 Evidence of the ability to work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required	Essential	Application form/ interview
	3.10 A methodical and well-organised approach to workload and an ability to work on own initiative within a stressful environment	Essential	Application form/ interview/
	3.11 Demonstrable ability to use Microsoft	Essential	Interview

	Office (word, excel, outlook, access)		
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