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**JOB DESCRIPTION**

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| **POST:** | **Floating Support Intake Worker**  |
| **REPORTS TO:** | **Services Manager** |
| **LOCATION:** | **Cookstown** |
| **HOURS:** | 37 Hours per weekYou will be part of an On-Call Rota. (Paid) Time-in- lieu is available for additional hours worked when approved in advance. |
| **SALARY:** | £25,119 – annual review |

**Job Purpose**

Due to the high demand for community-based support services, the Intake Worker will provide an immediate crisis response and triage service to women and their families seeking support in relation to domestic abuse and violence while they are awaiting allocation for longer-term support.

**Key Responsibilities**

* To support the existing community-based support services by making initial contact with women referred for services, assessing risks and needs and providing crisis intervention support.
* To maintain contact until allocated to longer-term support services providing a range of support services including advocacy, emotional support, risk assessment, safety planning and support to work with statutory agencies including accompanying to necessary appointments.
* To provide drop-in support responding to requests for immediate support.

**Specific Duties**

**Supporting Women**

* To maintain a caseload of clients awaiting allocation to longer-term support as allocated to you by the Centre Co-ordinator.
* To respond to drop-in requests for support either one to one or by telephone.
* To provide initial crisis intervention support including accompanying to PSNI, solicitors and court.
* To assess the needs and risks associated with each case and make appropriate referrals where required (both internal and external).
* Provide a range of support services including advocacy, emotional support, safety planning and support to work with statutory agencies including accompanying to court, LAC reviews etc.
* To complete DASH risk assessments as appropriate and prepare information/paperwork for monthly Multi-Agency Risk Assessment Conferences as directed.
* To monitor individual woman’s support needs and review plans regularly to take account of any change.
* To engage with other staff in relation to providing cover for drop-in, court support and other services as required.
* To liaise with other agencies (both statutory and voluntary) on behalf of clients.
* To maintain statistics and records in line with Causeway Women’s Aid and funder requirements*.*

**Policy**

* To ensure that your project adheres to Women’s Aid agreed Policies and Procedures.
* To keep abreast of Policy and Legislative change in relation to your area of work.

**Health and Safety**

* To ensure the organisation’s Health and Safety Policy and Procedures are adhered to and appropriate risk assessments are carried out with recommendations implemented when appropriate.
* To participate in housekeeping duties as required.

**Team Working**

* To participate in the provision of a comprehensive service which is responsive to the needs of women and children.
* To contribute to effective relationships within Causeway Women’s Aid and external agencies through collaborative working.
* To respect the roles and responsibilities of team members and colleagues.
* To participate in team meetings respecting others’ opinions and differences.

**Administrative**

* To develop and accurately maintain the recording and monitoring systems in place.
* To be aware of the financial constraints of the organisation and to work within agreed project budgets.
* To provide verbal/written reports as required

**External Agencies**

* To liaise and consult with statutory and voluntary agencies in maintaining good working relationships.
* To be aware of local initiatives which may impact on or resource the project.

**Confidentiality**

* To respect the confidentiality of all information received as a result of the post holder’s duties.

**Fundraising**

* To contribute to the fundraising needs of the project/organisation and actively participate in fundraising activities as required.

**Training & Supervision**

* To prepare for and attend supervision sessions as required.
* To be aware of your own training needs and to attend relevant training courses in consultation with the line manager.
* To participate in training programmes aimed at outside voluntary and statutory agencies to promote the work of Women’s Aid in the field of domestic violence.

**Any other Duties**

* Carry out any other duties that may be required of you and make decisions on any other issues that may arise and would be within your areas of responsibility.
* No job description can be considered complete, and this job description will be subject to review and may be amended following consultation to reflect any changes that may occur and to meet the needs of the organisation and its service users.

**PERSON SPECIFICATION**

**Floating Support Intake Worker**

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| **Education, Qualifications and Training** | **Essential/Desirable** | **Assessment Method** |
| NVQ Level III/minimum 2 ‘A’ levels at grades A-C or higher/equivalent. | **E** | **Application Form** |
| 3rd Level Qualification in related discipline (e.g. youth & community work, housing, social psychology) | **D** |
| Completion of basic welfare rights training. | **D** |
| Completion of specialist housing training. | **D** |
| **Experience** |  |  |
| At least 2 years in the past 5 years full-time experience of working in a supportive role with vulnerable adults/families within a residential or community-based environment or part time equivalent. | **E** | **Application Form** |
| Previous experience of working in partnership with both statutory and voluntary agencies. | **D** |
| **Skills** |  |  |
| Excellent communication skills both written and verbal. | **E** | **Application/ Interview** |
| Able to maintain statistical and case load records in an accurate and timely manner. | **E** |
| Ability to complete reports both written and verbal clearly, accurately and to a standard appropriate for external presentation. | **D** |
| **Knowledge** |  |  |
| Awareness and understanding of the issues relating to Domestic Violence | **E** | **Interview** |
| Knowledge of Risk Assessment and Support Planning processes for individuals. | **E** |
| Knowledge of the civil and criminal justice system in relation to domestic violence. | **E** |
| Awareness of the legislative frameworks relating to Domestic Violence | **D** |
| Knowledge of Supporting People frameworks. | **D** |
| A working knowledge of relevant statutory/voluntary organisations and their roles in providing support tothose living in the community. | **E** |
| Knowledge of the appropriate use of UNOCINI referrals  | **E** |
| **Abilities**  |  |  |
| Able to work on own initiative within a framework of collaborative working. | **E** | **Interview/ References** |
| Good time management and organisational skills and an ability to prioritise workload in a crisis. | **E** |
| Ability to network and liaise with a range of voluntary and statutory agencies in an effective manner. | **E** |
| Ability to work as part of a team in the delivery of an holistic service to service users. | **E** |
| **Attitudes** | **Essential/Desirable** | **Assessment Method** |
| To practice in a non-judgmental manner and respect the rights, responsibilities and opinions of others. | **E** | **Interview** |
| To be aware of the importance of maintaining professional boundaries and confidentiality within the working environment. | **E** |
| **Other** |  |  |
| Hold a valid driver’s licence and have access to a car (this can be waived in the case of an applicant whose disability prohibits driving, but who is able to organise suitable alternative arrangements which enable them to meet the duties of the post) |  |  |
| Flexible and responsive to the project needs. |  |  |
| Due to nature of the work which involves contact with children and vulnerable adults the candidate will be vetted through Access NI and additional PSNI checks. |  |  |

**Short listing will be carried out in respect of the Essential criteria but in the case of a large number of applicants we reserve the right to enhance the shortlisting criteria to include the desirable requirements.**