PRESTON DOMESTIC VIOLENCE SERVICES

SUMMARY OF TERMS AND CONDITIONS OF SERVICE

**Job Titl**e: Outreach Support Worker for Black and Minority Ethnic Community service users

Duration of Post: 2 years

Responsible to: Operations Manager

Hours of Work: 30 hours per week *(Flexible hours and job sharing will be considered)*

Salary: £20,138 actual (£24,838 pro-rata)

Probationary period: 6 months

Holidays: 27 days per year + Bank Holidays (all pro rata)

Location: A combination of working in the office which is located at Harbour House, Port Way and in the community including some home visits

Expenses: Petrol allowance and travel expenses are paid in accordance with PDVS policy

Trade Union: Membership is encouraged

Start Date: As soon as possible

Please note: This job is open to women only.

(Exempt under the Equality Act 2010 Schedule 9, Part 1).

Please find an application pack for this position on our website, [www.pdvs.org.uk](http://www.pdvs.org.uk)

Please note CVs will not be considered.

# **PRESTON DOMESTIC VIOLENCE SERVICES**

JOB DESCRIPTION

**Title of post:** Outreach Support Worker for Black and Minority Ethnic Community service users

**Responsible to:** OperationsManager

# **Location:** A combination of working in the office which is located at Harbour House, Port Way and in the community including some home visits

**Main purpose of job:** To provide support services for BAME victims of domestic violence and abuse including group interventions.

## **MAIN DUTIES AND RESPONSIBILTIES**

#### Support for victims

1. To set up and deliver group interventions for BAME victims as well as one to one support as required.
2. To provide support services for BAME victims of domestic violence, which enables victims to make informed choices and explore coping strategies
3. To work with victims of forced marriage and/or so-called honour-based violence
4. To liaise and work with other Preston Domestic Violence Services staff in delivering outreach support
5. To complete documentation for each client which will include a detailed needs assessment and action plan.
6. To monitor and evaluate the effectiveness of the support, capture client satisfaction and contribute to the production of evidence based reports.
7. To provide practical assistance to victims where necessary, including liaison with relevant agencies such as solicitors, housing providers, children’s care services, education, etc.
8. To ensure victims are informed of benefits entitlements and to assist in claiming these if requested.
9. To provide emotional support, and where necessary to refer to other agencies as appropriate.
10. To assist victims to develop social networks within their neighbourhood and also assist them further develop their life skills, including access to training and employment.
11. To attend appropriate meetings with and on behalf of victims.
12. To publicise the service to ensure funder targets are met
13. To provide management with monthly monitoring figures
14. To implement PDVS’s procedures for monitoring and reviewing/evaluating the service provided.
15. To keep concise files on each victim supported

## **Team Work**

1. To work closely with other staff to ensure the effective running of Preston Domestic Violence Services as an organisation and that a high standard of service is maintained.
2. To give support to other workers during busy periods or staff shortages as necessary.
3. To attend and contribute to staff group supervision meetings and staff development/training days. This is a compulsory part of the job.
4. To keep up-to-date with relevant information and legislative changes and share with other team members.
5. To assist in seeking funding for the continuation of the service

## **Other duties**

1. To take part in the staffing of the Helpline.
2. To update the line manager of any areas of concern
3. To attend meetings and training courses as agreed with the Operations Manager.
4. To implement the policies and procedures of Preston Domestic Violence Services.
5. To maintain confidentiality in matters relating to Preston Domestic Violence Services.
6. To monitor and evaluate work and provide reports when requested.
7. To attend appraisals when required.
8. To work alone as and when required in accordance with the Lone Worker’s procedures.
9. To be open to the concept of progress and development, both personal and organisational.
10. To undertake any other reasonable duties as and when may be required.

**POST: Outreach Support Worker for Black and Minority Ethnic Community**

**This post is only open to women candidates** as it is **(Exempt under the Equality Act 2010 Schedule 9, Part 1)**

The items listed below are not in the order of importance.

|  |  |  |
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| 1 | SKILLS AND ABILITIES | Criteria |
| 1.1 | To provide support to people who are or have been victims of domestic abuse  | Desirable |
| 1.2 | To develop trusting relationships with a wide range of agencies in order to secure the best service for the service user.  | Essential |
| 1.3 | To advocate for and behalf of service users | Essential  |
| 1.4 | Ability to provide support on a one to one basis as well as to groups of people  | Essential  |
| 1.4 | A willingness to challenge and to persist to achieve positive outcomes for the service user and the organisation.  | Essential |
| 1.5 | To work independently, and as part of a team, to meet the needs of service users.  | Essential |
| 1.6 | To be proficient in the use of ‘word’ and other applications and to be self-servicing. This includes responsibility for record keeping and providing monitoring and evaluation report. | Essential |
| 1.7 | Have excellent interpersonal skills:-1. be able to communicate effectively in English - verbally and in writing - to a wide range of people
2. to be a fluent speaker in two of either the South Asian languages or Eastern European languages
3. have good listening skills and be able to comprehend verbal information
4. be co-operative and a supportive member of a team
 | Essential |
| 1.8 | Be able to work well under pressure and work with minimal supervision | Essential |
| 2 | KNOWLEDGE AND UNDERSTANDING |  |
| 2.1 | Have knowledge and understanding of the effects of domestic violence on the lives of victims and their children | Essential |
| 2.2 | Have a good understating of the issues facing victims from diverse backgrounds  | Essential |
| 2.3 | Have some understanding of the law and legislation in this area. | Desirable.  |
| 2.4 | Have an understanding of equal opportunities and anti-discriminatory principles and be able to apply them when dealing with clients and colleagues | Essential |
| 3 | EXPERIENCE  |  |
| 3.1 | Experience of working as a support worker with vulnerable adults  | Essential |
| 3.2 | Experience of working with people from a range of backgrounds and cultures.  | Essential |
| 3.3 | Experience of understanding mental health issues  | Desirable |
| 3.4 | Experience of delivering group interventions for vulnerable adults | Desirable  |
| 4 | GENERAL |  |
| 4.1 | Ability to publicise the outreach service | Essential |
| 4.2 | Demonstrate an understanding of equality and anti-discriminatory principles and practice.  | Essential |
| 4.3 | Willingness to work in line with PDVS’s confidentiality policy | Essential |
| 4.4 | Willingness to undertake a Disclosure Barring Service (DBS) check | Essential |