



DOMESTIC ABUSE SAFETY UNIT – NORTH WALES

**JOB TITLE - DOMESTIC ABUSE REFUGE SUPPORT WORKER APPRENTICE - JOB DESCRIPTION**

<b>Hours of work</b>	Full time - 37.5 hours per week, includes study time
<b>Responsible to</b>	Refuge Team Leader
<b>Salary</b>	£10,296 per annum (£5.28 p/h)
<b>Function</b>	To assist in the provision of therapeutic support to men, women and children living in refuge accommodation who have experienced domestic abuse

**This post is subject to an enhanced DBS check.**

**Job Role**

To gain skills and qualifications to:

- Provide practical and emotional support to individuals who are experiencing domestic abuse through both face to face and telephone support.
- To develop individual support plans which address the risk of harm, and to offer information, advocacy and signposting on a risk and needs led basis.
- Empower the client and assist them in recognising the dynamics of domestic abuse and support them to recover and regain control of their lives

**Main Duties**

**To work towards:**

- Manage a caseload in accordance with all organisational policies and procedures
- Assess risk using the DASH risk indicator checklist, ensuring that this risk is reviewed on a regular basis
- Work with individuals to develop tailored support plans with a focus on reducing the risk of harm, increasing their personal safety (and that of any children) and responding to their individual needs. Support individuals to be able to identify and manage the risks to themselves and their children
- Provide information to individuals in relation to their options, including guidance in relation to their housing, legal and welfare rights



- Focus on the prevention of future homelessness where applicable
- Assist clients in accessing services and benefits, and to accompany them to appointments and advocate on their behalf as required
- Work effectively in partnership with other agencies and refer on appropriately, dependant on need and risk. This may include referral to specialist agencies.
- Attend multi-agency meetings where required.
- Take part in the on call cover on a rota basis.
- Keep timely, factual and accurate records of all work done with or on behalf of clients using the organisation's database ensuring compliance with our Leading Lights accreditation, and produce high standard written reports and data where required, this could include Court, child protection and multi-agency meetings
- Contribute to monitoring and evaluation of the service.

## **Person Specifications**

### **Essential**

- Basic Knowledge and understanding of the issues facing those experiencing Domestic
- Ability to communicate sensitively with individuals who may be distressed.
- Excellent verbal and written communications skills, Grade C and above for GCSE English and Mathematics
- Understanding of and commitment to equal opportunities
- Full UK driving licence and use of own vehicle.
- Flexibility to travel locally and cover other counties if needed.

### **Desirable Experience**

- Welsh Speaking

### **Personal Qualities, Attitude and Presentation**

It is desirable that the post holder has the following qualities:

Commitment to anti-discriminatory practice

Able to critically assess own performance and reflect on own practice

Reliable and trustworthy

Efficient and punctual

Consistent and flexible – able to deal with changing and competing demands

Ability to think creatively and show initiative

Non-judgemental and non-directive approach to empowering survivors along with the ability to understand the individual needs of clients.



## **Corporate Responsibilities**

The above range of duties and responsibilities is not exhaustive: post holders will be expected to perform work of a similar level and responsibility when requested to do so.

Remain up-to-date and compliant with all organisational procedures, policies, values and professional codes of conduct and uphold standards of best practice.

Observe duty to all Health and Safety rules and take all reasonable care to promote the health and safety of yourself and others.

Act in a way that supports and promotes DASU's Equal Opportunities Policy, which aims to ensure everyone has equal treatment and equal access to employment and services.

Working in an effective, efficient and economical way, and to suggest and implement improved ways of working wherever possible.

Additional Information:

DBS Disclosure at Enhanced level will be required for this post.

The successful candidate will be required to participate in DASU's on call rota.

**For more information please see DASU's website [dasunorthwales.co.uk](http://dasunorthwales.co.uk) to request an application form or email [Jack.Roberts1@dasunorthwales.co.uk](mailto:Jack.Roberts1@dasunorthwales.co.uk)**