## Role information

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| Job Title: | Family Support Worker  | Travel Required: | Yes |
| Location: | Regional (Sandwell & Dudley)  | Position Type: | Full Time  |
| Service area: | Domestic Violence And Abuse -OPCC DVA Perpetrator Programme (Victim Services) | Level/Salary Range: | £19,968-£20,849 (based on experience) |
| Responsible to: | Regional Head of Domestic Violence And Abuse services | Working Hours | 37.5 |
| Special Conditions |
| You may have to work after 5pm as required You may be required to undertake safe and well calls to victims out of hours. ( this will be specificied) |
| Job Brief |
| The DVPP (Victim Services) Family Support Work is an integral part of the support to the Victim (female) whose abuser/perpetrator is on the OPCC Domestic Abuse Perpetrator Programme. This programme is a voluntary programme currently commissioned via the OPCC and delivered by My Time/ Richmond Fellowship. BCWA as part of the Domestic Abuse Regional Consortium provide the parallel support to female victims. This is a partnership project.This work recognises the impact that domestic abuse has on the family and the challenges that are faced by adult victims in protecting their children from abuse. This work aims to fill the gap in adult support by supporting the victim as a parent to support and protect her child/ren whilst the perpetrator is on the programme on a voluntary basis.This work will work alongside the Adult lead and together agree the support to the family (parent and children). This work will complement the work undertaken by the Adult lead to help the victim feel confident to challenge violence and abuse. Work includes direct work with mothers and children made vulnerable as a result of domestic violence and abuse promoting their welfare and development.You must possess the skills and values to challenge abuse and violence within our society acknowledging the risks that those living within and experiencing violence face including the many barriers to breaking and living free from violence and abuse. We work in close partnership with other agencies and professionals across the back country to provide a package of support and that will address all the family’s needs.  |

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| **Working for BCWA** |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for.The (position) must possess the leadership, skills and commitment to challenge abuse and violence within our society acknowledging that victims are faced with many barriers to living free from violence and abuse. Victims of violence are at the heart of everything we do.   BCWA listens, supports and cares |
| Commitment to safeguarding  | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of adults and children/ young people. BCWA expects all staff and volunteers to share this commitment. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** |
| 1  | To work within the organisations quality assurance framework and ensure we provide a quality service to victims of domestic and abuse. |
| 2 | To develop innovative ways of working with victims of interpersonal violence based on good practice and evidence based research. |
| 3 | Have an excellent over view and understanding of all aspects of domestic violence and abuse, sexual violence and trafficking to be able to advise agencies and clients of services and support available and their referral pathways. |
| 4 | To develop and maintain a culture and systems that promote equality and value diversity and offer empathy to victims of interpersonal violence. |
| 5 | To support/supervise social work students as required. |
| 6 | To be compliant with GDPR procedures and principles. |
| 7 | To represent the organisation positively contributing to local, regional and national strategy and events. |
| 8 | Work with senior employees to prepare services for externally assessed quality standards. |
| 9 | To work within the aims and objectives Black Country Women’s Aid. |

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| **Governance**  |
| 1  | Formal reporting to the Senior Management Team in accordance with the Board/ Company meeting schedules and any other reports as deemed necessary by the Executive Director/ Board members |
| 2 | Assistance in preparing reports to stakeholders and funders ensuring that monitoring and statistical information is kept up to date, accurate and in line with BCWA policies and procedures  |
| 3 | To ensure effective communication across all services to update and inform about the domestic abuse services and ensure that the Service Manager is informed at all times of any issues that affect the effective delivery services within this service. |
| 4 | To ensure implementation and compliant of BCWA policies and procedures across domestic abuse services  |

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| **Principle Duties** |
| 1  | Using evidence based tools identify and assess risk and needs of all members of the household (including children) whose perpetrator has volunteered to be on the DVPP and assessed as suitable and willing to change.  |
| 2 | Using face to face and medial platforms develop and maintain positive relationships with children, young people and their families that enable them to engage, support and facilitate all towards positive outcomes. Regular contact is vital during the period of time that the perpetrator is on the programme. (please note that this information will be shared by the DVPP Provider; risks commence at the start of the perpetrator volunteering for the programme) |
| 3 | Use evidence based tools and interventions to work directly with mother and child, together or separate to build and strengthen their bond; this should include as a minimum motivational interviewing, the dynamics of domestic abuse and its impact of domestic abuse on children; parenting, healthy relationships recognizing the impact of historical trauma and abuse, focus on child development/family life cycle; motivational interviewing; solution focused; Maslow’s hierarchy of needs; behaviourism; attachment theory. |
| 4 | Provide emotional and practical support to the mother on parenting and the challenges that living with domestic abuse brings. |
| 5 | Identify stages of risk to the family whilst the perpetrator is on the programme and adhere to safeguarding procedures to keep the family safe and protected alerting the necessary partners and connecting with local safeguarding arrangements |
| 6 | Identify the need for therapeutic interventions with the children and where possible deliver them or make contact with relevant local services to meet the emotional needs of the children. |
| 7 | Manage a caseload of either children and young people or them as a family entity leading on their support and emotional wellbeing during the delivery of the DVPP to the perpetrator of abuse and violence and families who are at risk of negative outcomes. Please note that some of these may present with complex needs such as mental health, substance misuse and historical trauma. |
| 8 | Capture and collate the views and voices of children and young people on the impact that domestic violence and abuse has had on their lives and the changes during the delivery of the programme to the perpetrator and their mother. |
| 9 | Advocate on behalf of the children, young person and their families, supporting them in their interactions between themselves and support services. |
| 10 | Work and liaise with other professionals and community groups to ensure continuity of support for the members of the family, appropriate safeguards are put in place, children development and education are not further disadvantaged and share the support plan to help the family beyond the timeline of the programme. It is important that the mother feels confident to access help and support from a variety of agencies and that she is confident that they will respond. |
| 11 | Deliver evidence based parenting programmes in group and individual family settings as required. Please note that these may be delivered using different platforms and therefore encouraging participation and involvement essential. |
| 12 | Continually review the support needs of the mother/ family and ensure these needs are met. |
| 13 | Provide professional support and advice to multi-agency groups such as Child protection conferences and discussions about the family and their risks/safeguarding. |
| 14 | Provide relevant feedback within the DVPP partnership meetings assessing the impact of the programme. Please note that the victim and her family’s safety is paramount during these discussions and that it the behavior of the perpetrator that is being judged NOT the victims. |
| 15 | Complete accurately and timely the case recording and monitoring systems in accordance with the operating procedures of this programme.  |

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| **General Duties** |
| 1  | To be compliant in Data protection principles and the GDPR |
| 2 | To participate in BCWA performance management processes providing robust outcomes and evaluation reports on progress within the role. To participate in target setting within the role and work to established targets. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with all Black Country Women’s Aid staff, both locally and across the wider organisation, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings or training as requested by the Regional Head of Community Domestic Abuse Services. To attend monthly supervision sessions and appraisals |
| 5 | To participate in Black Country Women’s Aid performance management processes providing robust outcomes and evaluation reports on progress within the role. To participate in target setting within the role and work to established targets |
| 6 | Remain up to date and compliant with all organisational policies, procedures and professional codes of conduct and uphold standards of best practice. To remain up to date and compliant with local and regional operational protocols and national legislation and emerging evidence. |
| 7 | To attend and/or arrange strategic and/ or operational meetings as necessary |
| 8 | To be a proactive enthusiastic member of the team contributing to the requirements of the contract and related targets and commitments (funders/ commissioned services). |
| 9 | To participate in fundraising and community development activities as scheduled throughout the year |
| 10 | To strictly adhere to and be compliant with Case Management Policies |
| 11 | Any other duties which the Chief Executive may feel necessary from time to time |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with** |
| 1  | \*\*All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions. |
| 2 | You are responsible to ensure children and young people you work with are safeguarded, this includes following BCWA safeguarding policies and procedures and feeding any concerns into your line manager or designated safeguarding lead  |
| 3 | To contribute to the development, evaluation and monitoring of the team’s operational policies and services, through participation in research, service evaluation and audit. |
| 4 | To contribute to the development of assessment and intervention around domestic abuse. |

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| **Important information**  |
| 1  | This job description will be subject to review as part of the annual appraisal process. The post holder will be expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting then welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Executive Director may feel necessary from time to time |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

**Person Specification**

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| **Qualifications and Experience: You are required to have the following :**  |
| 1 | Knowledge and/or experience of working with vulnerable people and or victims and their children who have experienced violence and abuse. Direct children/family work is essential for this post. |
| 2 | Knowledge of the range of interventions available to interact and support including age appropriate interventions |
| 3 | Excellent communication skills that will enable you to discuss sensitive matters with victims and their children yet make them feel safe and supported. |
| 4 | Ability to establish and maintain appropriate boundaries when working with women who are experiencing crisis.  |
| 5 | Knowledge of relevant legislation relating to Domestic Violence and Abuse and child protection.  |
| 6 | Excellent verbal and written communication skills including report writing and presentation.  |
| 5 | Proficient in Microsoft Office as you will be required to type case notes use spreadsheets and database preferably in words environment.  |
| 6 | Qualifications that evidence suitability of work with children and parents. Qualifications related to children must include knowledge on child development. |
| 7 | Experience of working on your own to deliver services as well as within a team. (expectation is that adults (mothers) will be over 16 and children age ranges 0 – 18 years.) |
| 8 | Experience of applying safeguarding practice and procedures  |
| 9 | Experience of taking the lead in coordinating support for individals/ families |
| 10 | Experience of advocating on behalf of vulnerable people (children preferably) and their families supporting them in their interactions between themselves and support services. |
| 11 | Experience of appropriate use of evidence based therapeutic interventions that improve outcomes for children, young people and families and where possible for these to be delivered as core part of the work ( included motivational interviewing, solution focused approached etc) |
| 12 | Experience of multi-agency working and acting professional at all times.  |
| 14 | Ability to plan, prioritise and manage own workload. To work on own initiative where required and as part of a multi-agency team.  |
| 15 | Ability to build positive and supportive relationships with vulnerable children, young people and families that enable them to engage, support and facilitate them towards a positive change to improve their outcomes. |
| **Knowledge: You are required to have:**  |
| 1 | Ability to maintain high standards of confidentiality |
| 2 | Know about assessments acting as a lead professional and work in a multi-agency environment. |
| 3 | Understand the needs and influences on children, young people and their families in order to enable all to participate in education, employment and training, and addressing behaviours that contribute towards their non-involvement. |
| 4 | Ability to provide information, advice and guidance, or sign post to appropriate agencies, on matters that concern children, the young person and/or their family. |
| 5 | Ability to challenge partners including providers when their support is not to the required standard |
| 6 | To know about local provision, including Children Centres, support services, partner agencies and third sector as well as the appropriate referral routes and methods. |
| 7 | To have good verbal and written communication skills, be computer literate including the use of word and other computer programmes. |
| 8 | Level 3 (or above) qualification in a relevant field i.e. health, education, child development, Early Years Education, Social Work.  |
| 9 | Training in evidence based therapeutic models e.g. Solution focused, motivational interviewing. |
| 10 | Work with. colleagues and stakeholders to improve accessibility of services for all victims |
| 11 | Ability to identify new opportunities to engage hard to reach groups respecting the diversity of the community and recognise the needs and concerns of a diverse range of victims and their families ensuring the service is accessible to all.  |

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| **Skills/ and abilities: You are required to have:**  |
| 1 | Excellent communication skills with the ability to communicate effectively* with colleagues
* with service users and statutory, voluntary and other stakeholders
* verbally and in writing

Advocating for service users, raising awareness of gender violence issues and representing Black Country Women’s Aid. |
| 2 | Worked in a person centred way to undertake one to one work looking at areas such as confidentiality, the impact of domestic abuse, safety planning |
| 3 | Ability to offer brief and longer term interventions to maximise engagement and use evidence based techniques such as motivational interviewing to engage with victims and stakeholders |
| 4 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent |
| 5 | Ability to work independently and within a team manage the daily throughput, meet targets and deadlines, problem-solve and respond to unplanned demands |
| 6 | Ability to develop supportive relationships with clear boundaries with vulnerable people in a non-judgmental way showing sensitivity for others’ viewpoints and valuing diversity. |
| 7 | Ability to interpret information regarding victims in a way to help them make informed decisions |
| 8 | Ability to meet deadlines and work to targets as the information has to be processed and actioned within very short time scales |
| 9 | Demonstrate ability to plan and prioritise a variety of work activities and respond to change |
| 10 | A broad base of basic administrative skills including; Word, Powerpoint, Excel and using databases |
| 11 | Ability to work in a multi-agency way, communicating effectively with other agencies through telephone, face to face and written reports. |
| 12 | Maintaining professional boundaries and knowing when to seek management guidance and support when required. Self-care is vital. |
| **Character and Personal qualities: You will be required to:**  |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives |
| 2 | Confident, assertive, positive individual committed to helping people achieve their potential and representing everything that Black Country Women’s Aid standards for |
| 3 | Show initiative and be proactive when managing your work load and interacting with your clients and agencies you’re working with |
| 4 | Non-judgmental, non-directive and anti-discriminatory approach to empowering women |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others. |
| 6 | Confident to challenge practice in a constructive and solution focused way and where necessary take formal action |
| 7 | Highly organized and efficient and able to manage time/tasks effectively and respond to immediate pressures |
| **Other Requirements: You will be required to:**  |
| 1 | Have a current driving license and access to a vehicle |
| 2 | Be willing to work unsociable hours, including evenings and late nights |
| 3 | Be eligible to work in the UK |
| 4 | Vetting is required, as advised by the Vetting Unit. |
| 5 | The post holder will be expected to undertake training as and when required. |
| 6 | The post holder will be expected to comply with health and safety requirements |

# Version control and Sign off

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| Job Description produced by:  |  Raj Lagan Regional Head of Domestic Abuse Services  | Date Produced | 04.01.2020221 |
| Job Description reviewed by: | Sara WardExecutive Director | Date reviewed  |  |
| Job Description approved by: |  | Date Approved  |  |