## Role information

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| Job title: | Children and Young People’s Single Point of Contact (SPOC) | Travel required: | Travel may be required  |
| Location: | Covering the Black Country areas of Sandwell, Dudley, Walsall and Wolverhampton  | Position type: | Administrative support to staff supporting victims of violence and abuse |
| Service area: | Women’s Justice Service – Children & Young People | Salary: | £20,849 pro rata |
| Responsible to: | Women’s Justice Manager  | Working hours: | 30 hours across 5 days (Monday to Friday) |

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| Additional requirements  | Organisational benefits |
| * May require some work outside of normal office hours
* Full driving license with willingness to use own vehicle desirable but not essential
* DBS check to be undertaken
* Eligibility to work in the UK
* Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female
* The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director, such a group work and presentations
* This job description will be subject to review as part of the annual appraisal process
 | * Mileage allowance
* Training and development opportunities
* Employee Assistance Programme
* Access to group clinical supervision with a BACP trained counsellor
* 22 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service
* Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days
* Bi-annual staff away days
* Regular internal newsletter created by staff
* Time off in lieu (TOIL) when overtime is required
* 5% employer contribution to pension
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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience.**BCWA Children and Young People’s Service**Our specialist advocates support vulnerable victims between the ages of 3 and 25 years who have experienced interpersonal violence and abuse, including but not limited to, domestic abuse, rape and sexual violence, stalking, child sexual exploitation, wider exploitations and involvement in gangs and youth violence. We aim to provide a responsive, needs led service to children and young people, creating a positive culture and environment, enabling them to achieve their potential. **The Children and Young People’s Single Point of Contact (SPOC) Job Role**The Children and Young People’s SPOC will provide administrative support to our Children and Young People’s Advocates (CYPA) who deliver interventions across the Black Country to children and young people who have witnessed domestic abuse. The Our Future Project, has been funded by Home Office Children Affected by Domestic Abuse Grant, and acknowledges the important role schools can play in offering a safe, stable space in the lives of children and young people living with abuse and violence at home. As part of the project, the SPOC will primarily work with CYPAs in Sandwell, Dudley, Walsall and Wolverhampton who support children and young people affected by domestic violence and abuse (DVA) in the home. There will be a requirement to support the CYPAs in delivering group programmes, workshops and assemblies within various settings. They will also deliver training to professionals within the education setting and via remote platforms, to enable them to deal with disclosures and support children effectively.The project will link to Operation Encompass, a police and education safeguarding partnership in which police report to schools when a child or young person has been exposed to a domestic abuse incident the previous evening. Schools receiving these police notifications can access specialist support via our service. |

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| **Working for BCWA** |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. 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 vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions.  |
| Equality and diversity  | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service.  |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data. All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** |
| 1 | To be a single point of contact (SPOC) for schools across the Black Country who receive notification of domestic abuse through the Multi Agency Safeguarding Hub (MASH) or via other referral routes (non-statutory) and provide advice, guidance and evidence based support assessing risk where required. |
| 2 | To be responsible for delivering an effective system of first contact, care and triage support to clients; this includes gathering information regarding the client and their circumstances and assessing requirements for support and carrying out safe and well calls as required. |
| 3 | To effectively communicate with clients over the phone in a manner and pace that is appropriate and which: * develops and maintains a positive atmosphere
* allows clients to progress at their own pace
* uses an age appropriate approach
* reflects an interest in and understanding of the situation
* maintains calm and control throughout the call
* acknowledges risk to health, safety and welfare
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| 4 | To coordinate, monitor and track all referrals into service and provide ongoing reports. |
| 5 | Accurate recording of the client/ agency details on the BCWA case management system and prepare case files ready for allocation. Where new information is available keep case management databases and systems up to date with relevant information. |
| 6 | Allocate referrals to Children and Young People’s Advocates in a timely manner to pursue interactive interventions, ensuring that this transfer has been accurately recorded in accordance with the systems, policy and procedures of the BCWA. |
| 7 | To build effective relationships with stakeholders, using a multi-agency approach, working directly with all key agency partners to ensure that young people’s plans are coordinated and information is shared effectively and appropriately. This will include the preparation and presentation of reports and plans. |
| 8 | Work to agreed timescales and performance framework, understanding the different referral criteria and procedures for the different services. |
| 9 | Develop and deliver training and awareness to a wide range of professionals working with young people on the impact of Adverse Childhood Experiences (ACEs), and witnessing DVA in the home. |

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| **General Duties** |
| 1  | Involve and encourage client feedback and consultation in all aspects of the service. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation.  |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role.  |
| 6 | Reporting to the service manager in line with the contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 9 | To develop innovative ways of working with victims of abuse based on good practice and evidence based research. |
| 10 | To support students, volunteers and apprentices as required. |
| 11 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 12 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | Essential Criteria | Desirable Criteria | How Measured* A – application
* I – interview
* T – test
* R – references
* E – evidence (ID, certificates)
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| 1 | GCSEs English and Mathematics – Grade C or above.Minimum NVQ Level 3 in relevant subject, preferably working with children. | X |  | A, E |
| 2 | Experience of working within a professional setting whilst acknowledging safeguarding concerns and responding appropriately. |  | X | A,I |
| 3 | Experience of prioritizing a workload. | X |  | A,I |
| 4 | Experience of working with/signposting families with complex needs, such as mental health and substance misuse. |  | X | A,I |
| 5 | Experience of using risk assessments and appropriate interventions tools to manage and identify risk.  |  | X | A,I |
| 6 | Experience of working/liaising with all stakeholders over the phone and using other forms of communication including, use of emails and written correspondence. | X |  | A, I |
| 7 | Experience of preparing accurate and concise case notes and reports based upon fact and professional judgment for a variety of purposes. | X |  | I |
| 8 | Experience of developing and delivering training to professionals. |  | X | A, I |
| 9 | Experience of responding in an emergency (personal or professional)  | X |  | I |
| 10 | Experience of accurate data inputting and keeping systems up to date | X |  | A, I |

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| Knowledge | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Understanding of motivational interviewing |  | X | I |
| 2 | Understanding of trauma informed approaches | X |  | I |
| 3 | Knowledge of the Violence Against Women and Girls Strategy and the gendered nature of violence. | X |  | I |
| 4 | Have knowledge and experience of applying health and safety, GDPR compliance and management. | X |  | I |
| 5 | Have an understanding and knowledge of the issues facing children and young people affected by violence such as domestic abuse, sexual violence and child sexual exploitation including the impact on children and young people and their families and the legal framework to respond. | X |  | A,I |
| 6 | Have a good understanding of managing an online diary and systems used to allocate referrals | X |  | I |

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| Skills and abilities  | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Excellent communication skills with the ability to communicate effectively:* with clients and statutory, voluntary and other stakeholders
* verbally and in writing
* advocating for clients, raising awareness of gender violence issues and representing Black Country Women’s Aid.
 | X |  | I |
| 1 | Demonstrable ability to use Microsoft Office (Word, Excel, Outlook, Access, Teams) and other virtual platforms. | X |  | A,I |
| 2 | Maintain professional boundaries and know when to seek management guidance and support when required. | X |  | I |
| 3 | Ability to manage allocation spreadsheets and update internal case management systems accurately and in a timely manner. | X |  | I |
| 4 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | X |  | I |
| 5 | Ability to plan and prioritise time and resources when competing demands arise | X |  | I |
| 6 | Ability to interpret information in a way to help make informed decisions | X |  | I |
| 7 | Ability to work in a multi-agency way, communicating effectively with other agencies through telephone, face to face and written updates.  | X |  | I |
| 8 | Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | X |  | I |
| 9 | Able to train, facilitate and develop programmes on issues around violence and abuse and its impact of children/young people and adults. |  | X | I |

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| Personal Attributes | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives | X |  | I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion | X |  | I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse | X |  | I |
| 4 | Organised, proactive and consistent delivery of work | X |  | I, R |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others | X |  | I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work | X |  | I |

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| Other Requirements | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required  |  | X | A, I |
| 3 | Eligible to work in the UK | x |  | E |

# Version control and Sign off

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| Job description produced by:  | Amy Colbourne, Women and Children’s Justice Manager/ Jas Adkins, Project Officer | Date Produced | July 2021 |
| Job description reviewed and approved by: |  | Date Approved |  |