
JOB DESCRIPTION

DOMESTIC ABUSE FLOATING SUPPORT WORKER - ARFON

Department:	Gorwel
Directly accountable to:	Domestic Abuse Floating Support Services Team Leader
Directly responsible for:	N/A
Location:	Penygroes / work from home

Purpose of the Role:

- Provide a high quality support service for service users* in the community who suffer from domestic abuse (low, medium and/or high needs) so that Gorwel excels.
- Support the Team Leader and work with other members of the community to achieve the aims and objectives of the scheme.
- Provide support and guidance to service users who experience domestic abuse in Anglesey focusing on positive outcomes.
- Act as a main contact for potential service users / vulnerable service users, operating and prioritising according to needs and risks.
- Ensure that service users receive holistic and person-centred support in order to deliver high standards of performance that offers 'support and more'.

**The term 'service users' refers to men, women, children, young people, adults, older people and families.*

KEY RESPONSIBILITIES

1. Support and motivate service users in order to live a non-violent life and help them regain control over their lives in order to promote independence.
2. Maintain positive and therapeutic relationship with service users showing an understanding of issues related to trauma, personality and attachment disorder.
3. Complete the referral process and assess potential service users completing a needs/risk assessment in accordance with the project's policies and procedures.
4. Provide practical and emotional support to motivate service users to excel in the Supporting People Programme's outcomes:
 - Feeling safe
 - Contributing to the safety and well-being of themselves and of others
 - Managing Accommodation
 - Managing relationships
 - Feeling part of the community
 - Managing money
 - Engaging in education learning
 - Engaging in employment/voluntary work
 - Physically healthy
 - Mentally health
 - Leading a healthy and active lifestyle
5. Monitor and complete an individual support plan with the service users on a regular basis taking responsibility to discuss the level of need, objectives, outcomes, options and progress that are in line with the Supporting People Programme guidelines.
6. Undertake risk assessments determining risk level and taking responsibility to plan a risk assessment plan that responds to the needs of the service users.
7. Maintain service user files in accordance with statutory requirements and data protection law, keeping clear and concise records of a good standard, making full use of the Discovery case management system.
8. Responsibility to provide specific reports of a good standard on relevant issues e.g. reports for the court, case meetings, serious incident reports and regular case studies.
9. Respond and act promptly and notify the Team Leader of any concerns regarding SERAF ([Sexual Exploitation Risk Assessment Framework](#)), Child Protection and Vulnerable Adults Protection by completing accurate and factual referrals to Social Services.
10. Assist the service users to advocate with Solicitors, Police, Court, Department for Work and Pension, Welfare Rights Agencies, Social Services, Health and other relevant agencies and support them through the process.
11. Provide information to the individuals on relevant issues including housing, welfare rights, legal protection, social services, education institutions etc., and assist them in completing relevant forms.

12. Arrange relevant and specialist services required by the service users referring them to specialist services where necessary (e.g. Mental Health Team, Substance Misuse Team, Citizens Advice Bureau).
13. Provide advice to deal with welfare benefits issues (which includes housing benefit) taking into account the impact of welfare reform on service users, and promoting financial capacity and carrying out affordability tests.
14. Maintain effective working relationships with external agencies including Gorwel's internal schemes (refuge, IDVA and children and young people services).
15. Support service users to manage their personal budget helping them complete grant applications to tackle poverty.
16. Responsibility to support and encourage service users in the project to establish positive relationships with their relatives.
17. Encourage service users to take full advantage of training, volunteering and employment opportunities.
18. Support service users to participate or organise community activities with an emphasis on volunteering opportunities that lead to employment.
19. Contribute to promoting participation to ensure service users can influence on the service provided by Gorwel.
20. Have knowledge of legislation relevant to homelessness, domestic violence and support.
21. Deal with administrative work related to the post keeping and gathering analysis that include the outcomes of the Supporting People Programme.
22. Confident when using computers, Microsoft Office and iPad.

CORPORATE RESPONSIBILITIES:	
Service Delivery	<ul style="list-style-type: none"> • Complete the work to a high standard, on time and within budget. • Respond to internal and external customers promptly and professionally. • Provide advice and support to colleagues/customers. • Present regular reports within the responsibilities of the post. • Comply with all policies and any relevant legislation.
Performance	<ul style="list-style-type: none"> • Work in accordance with Key Performance Standards. • Work towards the aims and objectives of Gorwel / Grŵp Cynefin and support the development of the organisation. • Work with the Finance Manager to monitor the performance of the Team and identify, intervene and operate as necessary.
Policies and Procedures	<ul style="list-style-type: none"> • Work in accordance with all Gorwel / Grŵp Cynefin policies and processes. • Ensure that policies and processes are consistent with legislative and regulatory requirements and good practices. • Review and suggest improvements to policies to support continuous improvement.
Financial and Budgetary	<ul style="list-style-type: none"> • Contribute to managing budgets effectively.
Other	<ul style="list-style-type: none"> • Effectively represent Gorwel / Grŵp Cynefin externally through conveying a professional and positive image at all times. • Commitment to tenant participation in all aspects of work.

The above Job Description is not a fully comprehensive list of the duties and responsibilities of the job.

There is a requirement to undertake other duties within the post's salary scale from time to time in discussion with the Manager.

The job description will be reviewed regularly and in accordance with the requirements of the service.

Any proposed changes will be discussed with the post holder.

PERSONAL RESPONSIBILITIES:	
Act in accordance with the values of Grŵp Cynefin: -	
Openness	Transparent in the way we work and make decisions. Ready to work together for best results.
Innovative	Innovative and willing to challenge ourselves to find new ways of operating and delivering top quality services to our customers.
Supportive	Working with passion to support our customers, colleagues and partners as well as helping our communities succeed.
Deliver	Act professionally using our expertise, to ensure the prosperity of the company and our people. Always aim for continuous improvement and value for money.
Respect	Respect each other, promote equality and dismiss any prejudice
<p>Ensures confidentiality, security and integrity of data Promote and act in accordance with the Health and Safety Policy To promote equality and diversity in all aspects of the work.</p>	

MAIN JOB CONTACTS:	
Internal:	All members of staff.
External:	Service users, members of the public, local authorities housing officers, Supporting People officers, housing benefits, social services, environmental health department and public protection department. Registered Social Landlords Officers, Age Concern, private landlords, CAB, food banks, local councillors, specialist agencies, care and support providers, IDVA, Police, Court, and Probation Service.

NORMAL WORK ENVIRONMENT:
<ul style="list-style-type: none"> • Home visits and visits to associated agencies in Gwynedd. • Work at a desk in an office. • External meetings, at partner and client offices. • Travel to meetings / training. • Standard office hours, but occasional extra hours to attend out-of-hours meetings/activities. • Take part in an on-call rota, 24 hours 7 days a week.

**PERSON SPECIFICATION
DOMESTIC ABUSE FLOATING SUPPORT WORKER ARFON**

All criteria are essential unless specified desirable

<p>Education and Qualifications:</p> <ul style="list-style-type: none">• A Level (2+)• Qualification in child care, care, support or social work or/and• NVQ Level 3 (National Vocational Qualification) or/and• BTEC National Diploma or/and• BTEC ONC (Ordinary National Certificate) or/and• City & Guilds Level 3 or/and• Relevant training or experience
<p>Professional Experience:</p> <ul style="list-style-type: none">• Experience in the field of support, domestic abuse and homelessness.• Experience of advocating, advising and responding to the needs of vulnerable individuals.
<p>Knowledge and Skills:</p> <ul style="list-style-type: none">• Knowledge and understanding of domestic abuse, homelessness and support fields.• Knowledge of and the ability to implement on clear boundaries – to listen and not to judge.• Possess skills to solve problems.• Possess skills to assess and respond to needs and risks.• Awareness of Supporting People Programme including policies and strategies on domestic violence, homelessness and support:<ul style="list-style-type: none">○ Housing (Wales) Act 2014<ul style="list-style-type: none">○ Social Services and Wellbeing (Wales) Act 2014○ Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015○ All Wales Child Protection Procedures○ All Wales Protection of Vulnerable Adults Procedures.• Full current driving license.• The ability to use Information Technology to deliver the work. <p>Bilingual (Welsh and English) at the following levels or higher:</p> <p><u>Listening:</u> Able to follow routine conversations involving work, in both languages between fluent speakers.</p> <p><u>Speaking:</u> Able to converse in some detail regarding routine work issues in both languages.</p> <p><u>Reading:</u> Able to read routine and technical material with a dictionary, in both languages.</p> <p><u>Writing:</u> Able to draft routine material, with editing assistance, in both languages.</p>
<p>Leadership and Management</p> <ul style="list-style-type: none">• Commitment to providing excellent customer service.• Develop and maintain working relationships internally and externally.• Represent the Association firmly and professionally.

**Summary of Terms and Conditions
Domestic Abuse Floating Support Worker Arfon**

Contract Type:	Permanent
Salary:	£23,157 - £25,303 per annum pro rata On-call allowance £20 per day / £48 on weekends and bank holidays. The post will be offered at the lowest point of the salary band. Salary is paid on the 20th of each month.
Holidays:	36 days annual leave pro rata per annum (25 core days, 3 days in lieu of the period between Christmas and the New Year and the 8 statutory bank holidays in advance) increasing to 41 days pro rata per annum after 5 years of service (30 core days, 3 days in lieu of the period between Christmas and the New Year and the 8 statutory bank holidays in advance). <i>There is no automatic right to leave during the period between Christmas and the New Year or the statutory bank holidays, as there is a need to ensure the smooth running of the service during this period.</i>
Travelling:	45 pence per mile
Pension:	Gorwel / Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
Probation:	6 months
Working hours and organisation of work:	35 hours per week Monday to Friday Part of the 7 days a week on-call rota Flexi scheme implemented
Sick pay:	Occupational sick pay scheme implemented.
Special Absences:	5 days paid pro rata in any 12 month period to care for specific dependents. 2 days paid pro rata to marry, move house, divorce. Reasonable time credit for medical appointments. Up to 10 days pro rata with pay on the occasion of bereavement. Pro rata up to 3 months with pay to care for a close relative with a terminal illness.
DBS check:	This post is exempt from the Rehabilitation of Offenders Act 1974 and as part of the staff recruitment process the successful candidate will be required to be checked by the Disclosure and Barring Service. Due to Grŵp Cynefin being exempt from the provisions of this Act, the successful candidate will be required to disclose every offence he or she has been found guilty of, even if they are offences that would usually be spent in accordance with the Act and would not normally have to be declared. If the successful candidate does not declare an offence and Grŵp Cynefin discovers that an offence has been recorded against him/her, the contract of employment will be terminated immediately and without any further decision.