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# **Senior Family Support Officer (Community and Outreach)**

£24,500-£25,999 pro rata plus pension

37.5hrs

Permanent

Job description

Thrive Women’s Aid (Thrive WA) is an established and well respected organisation delivering support and services to women and families impacted by domestic abuse.

Your role will be to lead and manage the Community and Outreach Team to identify and address support needs of individual families who are escaping domestic abuse, with a specific emphasis on providing practical and emotional support. You will have an in depth understanding of risk and the support needs of families experiencing domestic abuse, and an ability to make service intervention decisions which reflect this. You will have experience of managing teams to address and assess all levels of risk, build and maintain partnership links with other organisations and ensure that the support we provide is person-centred and trauma-informed.

You will be someone who can provide high level team management and specialist support to service users, ensuring that service standards are excellent. You will model high quality practice in your own work and ensure that service user involvement and person centred approaches are embedded in the support that you and the team deliver.

You will make and maintain links with key partners, funders and internal colleagues to ensure a comprehensive package of support is available for those with complex needs and that referral pathways into specialist services are observed. You will lead and co-ordinate our organisational attendance at MARAC and you will ensure that information is shared appropriately and in line with GDPR confidentiality procedures.

You will be responsible for the recording and reporting of accurate service outcome data for use internally and for our external funders. You will ensure that comprehensive records of outcomes and activities of the service are uploaded to our data management systems by yourself and team members.

What would you need to be successful?

* A motivated team player who ensures high quality performance in self and others
* An experienced manager of people
* Be able to spot risks and manage these effectively
* Strong initiative and decision making skills
* Excellent communication skills
* An organised person who can proactively manage a waiting list and delegate workload effectively
* Experience in empowering others to achieve outcomes

Your track record will include experience of managing teams to deliver specialist support to vulnerable clients, enabling them to make positive changes.

Benefits

* A pension scheme is provided, with a maximum employer contribution of 6%
* Annual leave entitlement starts at 25 days (pro rata), with an additional day for each year’s completed service (to a maximum of 31 days)
* Comprehensive Flexible Working Policy
* A clear pay framework with yearly incremental rises
* Organisational sick pay and ½ days leave for every 6 months no sickness absence

Things you need to know

* A disclosure and barring security check is required for this role.
* Successful candidates will be based at Thrive WA Head office
* The post is exempt under the Sex Discrimination Act Section 7(2)(e) and is open to women only.
* There is a requirement to participate in a 24-hour, 365/366 day per year on-call rota in compliance with our lone-working policy. On average this role requirement would be conducted for approximately 4 shifts per month but may vary due to the needs of the organisation.

Working for Thrive

**Vision**

Our Vision is to create safe communities, free from domestic abuse where people and families can flourish and build successful independent lives.

**Mission**

To be an innovative and sustainable provider of excellent, good value domestic abuse services that drive prevention, provide interventions and enable progression.

**Values**

Our work is underpinned by a set of values that were created and developed by staff. These include:

**R**ole model

**I**mproving, integrity and inclusive

**S**upportive

**E**xcellent, engaged and empowered

Apply and further information

**To apply**

Please complete an application form, noting the deadline below.

**Contact point for applications**

Antonia Ungless / [antoniau@thrivewa.org.uk](mailto:antoniau@thrivewa.org.uk) / 01639 894864

**Closing date**

Monday 30th November 2020 at Midday.

**Interview date**

Friday 4th December 2020. Interviews will be conducted through video call and we will liaise with you as to which platform (Zoom or Microsoft Teams) is preferable.



**Senior Family Support Officer (Community and Outreach)**

Job Profile

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| Job Title | Senior Family Support Officer (Community and Outreach) |
| Contract | Permanent |
| Grade / Salary | £24,500-£25,999 |
| Hours | 37.5 |
| Reporting to | Services Development Manager |

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| Job Purpose |
| To lead and manage the Community and Outreach team to identify and address support needs of individual families who are escaping domestic abuse, with a specific emphasis on providing crisis support, service interventions, family court and child protection support and practical and emotional support. |

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| Key accountabilities | |
| 1 | Lead and manage multiple members of staff working within our Community and Outreach team offering support and guidance. Conduct regular supervision sessions, appraisals, case file reviews and case file audits. |
| 2 | Provide a high quality service, ensuring that all women are regularly assessed for support needs, level of risk and relevant safety measures, and that appropriate actions (evidencing empowerment) are put in place. Implement service changes which are holistic, trauma-informed and dynamic to the needs of service users. |
| 3 | Oversee and assess the practical and emotional support of women within your own smaller caseload and that of the wider team, completing individual support plans to meet those needs, in accordance with Thrive policy and funder requirements. |
| 4 | Refer women (internally and externally) for specialist support; maintaining collaborative working relationships with all Thrive staff and external partners. |
| 5 | Deliver training to professionals and contribute to the delivery of therapeutic programmes as and when required. |
| 6 | Regularly attend operational manager meetings, making and implementing key operational decisions. |
| 7 | Lead our organisational attendance at MARAC meetings, co-ordinating referrals and ensuring information is shared appropriately and in line with GDPR and data protection confidentiality policy and procedures. |
| 8 | Keep appropriate records utilising the organisations electronic database. Provide training and support to staff on the database. |
| 9 | Monitor project budgets and spending as required and in conjunction with the Finance Manager. |
| 10 | Produce and submit monitoring reports to multiple funders and the organisation, inspiring and supporting team members to capture outcome data and case studies. |
| 11 | Undertake Designated Safeguarding Officer (DSO) training and perform this role for the organisation in the absence of the official named DSO. |
| 12 | To participate in the 24-hour, 365/366 day on-call rota in compliance with the lone-working policy. |

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| Line Management Responsibilities (Y/N) | Y |
| Family Support Officers |

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| Qualifications and Training | |
| Desired | Domestic Abuse Qualification – Level 5 National Training Framework |
| Management or leadership qualification |
| Essential | NVQ Level 3 or equivalent in relevant field |
| Adult and Child Protection and Safeguarding |
| Health and Safety |
| Lone Working |
| Data Protection and Confidentiality |



**Senior Family Support Officer**

Person Specification

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| **Criteria** | **Essential** | **Desired** |
| **Education and Qualifications** | NVQ Level 4 or equivalent in a relevant field  Qualification or training in Domestic Abuse (up to group 4 of National Training Framework). | At least NVQ Level 3 or equivalent in a relevant field, i.e. Health and Social care or Advice & Guidance |
| **Experience** | At least 2 years experience of working with vulnerable people and assessing their needs  Experience of implementing case management and audit ensuring that service users receive equitable and appropriate support  Experience of managing people to deliver high quality, specialist, support to vulnerable people  Risk assessment and risk management for vulnerable women  Developing trauma–informed, needs-led and client-centred services  Experience of managing budgets and expenditure | Delivering the Freedom Programme, Own My Life course and/or Recovery Toolkit |
| **Knowledge, skills and abilities** | Knowledge of issues around domestic and sexual violence and abuse and its effects on women and children  Proven liaison with statutory and voluntary agencies  Ability to work autonomously to manage own caseload alongside the responsibilities of being a Senior Officer.  Experience of effectively managing waiting lists, allocations processes and the delegation of case work | Knowledge of one or more of the following areas: -  Welfare Rights & Benefits  Legal issues  Housing  Child Protection  Substance Misuse  Mental Health Issues  Family Court proceedings |
| **Personal attributes** | Previous monitoring and evaluation experience of reporting to external funders and internal frameworks  Good communication skills both oral and written  Good interpersonal skills and an empathic approach to women and children affected by domestic abuse  A team player  Good organisational skills and the ability to prioritise workload effectively | Experience using Oasis DA or other database systems |
| **Other** | Driving Licence and use of own car with business insurance  Commitment to the principles, aims and objectives of Women’s Aid  Ability to work within flexible work patterns  Computer literacy – preferably Microsoft office | Ability to speak Welsh  Ability to speak ethnic language |