Family Support Officer (Residential Services)

£22,500-£23,877 plus pension
37.5hrs
Permanent

Job description

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

Your role will be to work within our residential settings 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 a good understanding of the risks and support needs of families experiencing domestic abuse, an ability to make service intervention decisions and experience of working with individuals who have multiple and complex needs. You will have experience of working within supported accommodation schemes which adhere to Fire, Health and Safety procedures and Psychologically-Informed Environment (PIE) principles.

You will be someone who can provide high level specialist support to service users, ensuring that service standards are excellent. You will model high quality practice in your work, ensuring that service user involvement and person centred approaches are embedded in the support that you give. You will facilitate and develop service user activities within settings on a weekly basis.

You will maintain links with key partners to ensure a comprehensive package of support is available for those with multiple needs and referral pathways into other services are observed.

You will be key in recording accurate service outcome data for use in reports to funders and ensure that comprehensive records of outcomes and activities of the service are uploaded to our data management systems.

What would you need to be successful?

- A motivated team player who ensures high quality
- Be able to spot risks and manage these effectively
- Strong initiative and decision making skills
- Excellent communication skills
- An organised person who can manage workload effectively
- Experience in empowering others to achieve outcomes

Your track record will include experience of delivering 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

Things you need to know

- A disclosure and barring security check is required for this role. Successful candidates will be based at Thrive 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.

Our values

Brave

We try new things to improve lives

Inspiring

We see potential in people and motivate change for the better

Inclusive

We are open, honest and include everyone

Purposeful

We are smart and proactive in achieving our goals together

Committed

We are dedicated to our work and to supporting our colleagues

Dependable

We provide a consistent, safe and trusted presence for the people we support

Please click to view our Impact Report and Strategic Plan.

Apply and further information

To apply: Please complete an application form, noting the deadline below.

Contact point for applications: Kate Purchase / katep@thrivewa.org.uk / 01639 894864

Closing date: 9am Friday 5th August 2022

Interview date: Wednesday 10th August 2022

Job Profile

Job Title	Family Support Officer (Residential Services)
Grade / Salary	£20,500-£21,754 plus pension
Hours	37.5hrs - permanent
Reporting to	Senior Family Support Officer (Residential Services)

Job Purpose
To work within the support team to identify and address the support needs of individual families who are escaping domestic abuse. A key requirement is to provide empowerment and personal welfare support in a safe, supportive and welcoming environment and to ensure that women are provided with a high quality service in line with Housing Support Grant requirements.

Key accountabilities	
1	Provide a high quality service, ensuring that all women are regularly assessed for support needs and risk, and that appropriate actions (evidencing empowerment) are put in place.
2	Assess the practical and emotional support of women, completing individual support plans to meet those needs, in accordance with Thrive policy and funder requirements.
3	Conduct regular key working sessions, offer support, information and advice to enable women to make informed choices for themselves regarding their housing, relationships, children and safety.
4	Delivery of Psychologically-Informed, trauma-focused support to women who have multiple and complex needs.
5	Ensure that housekeeping standards are maintained in adherence with Health, Safety and Hygiene requirements.
6	Refer women (internally and externally) for specialist support; maintaining collaborative working relationships with all Thrive staff and partners.
7	Contribute to the delivery of therapeutic groups and programmes as and when required.
8	Occasionally attend MARAC meetings and ensure that information is shared appropriately and in line with GDPR procedures.
9	Keep appropriate records utilising the organisation's electronic database in line with Data Protection legislation and Thrive policies.
10	Support the Senior Officer to produce monitoring reports, accurately recording outcome data and producing case studies.
11	To participate in the 24-hour, 365/366 day on-call rota in compliance with the lone-working policy.
12	Attend regular supervision internal and external sessions.

Line Management Responsibilities (Y/N)	N

Qualifications and Training	
Desired	Domestic Abuse Qualification
	Own My Life training
	Recovery Toolkit training
Essential	NVQ Level 3 or equivalent in relevant field
	Adult and Child Protection and Safeguarding
	Health and Safety
	Lone Working
	Data Protection and Confidentiality

Family Support Officer (Residential Services)

Person Specification

Criteria	Essential	Desired
Education and Qualifications	At least NVQ Level 3 or equivalent in a relevant field, i.e. Health and Social care or Advice & Guidance	NVQ Level 4 or equivalent in a relevant field Qualification or training in Domestic Abuse (up to group 4 of National Training Framework).
Experience	At least 2years experience of working with vulnerable people and assessing their needs within residential settings Risk assessment and risk management for vulnerable women Experience of working in a supportive role with women in a crisis situation Developing survivor-led support plans	Creating psychologically-Informed Environment (PIE) principles. Working with individuals who have multiple and complex needs Delivering Own My Life, Recovery Toolkit and/or other group programmes
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 manage own caseload and work autonomously.	Knowledge of one or more of the following areas: - Welfare Rights & Benefits Legal issues Housing Child Protection Substance Misuse Mental Health Issues
Personal attributes	Good communication skills both oral and written Good interpersonal skills and an empathic approach to women and children affected by domestic abuse	Experience using Oasis DA or other database systems Previous monitoring and evaluation experience

	A team player Good organisational skills and the ability to prioritise workload effectively	
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-pattern Computer literacy – preferably Microsoft office To participate in the 24-hour, 365/366 day on-call rota in compliance with the lone-working policy.	Ability to speak Welsh Ability to speak ethnic language