



Family Support Officer (Community and Outreach)

£22,500-£23,877 pro rata plus pension

21hrs

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 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 a good understanding of the risks and support needs of families experiencing domestic abuse, and an ability to make service intervention decisions.

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 our coffee morning provision 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 specialist's services are observed. You may attend MARAC and you will ensure that information is shared appropriately and in line with GDPR confidentiality procedures.

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
- An ability to build rapport and develop effective professional relationships
- Strong initiative
- An organised person who can manage workload effectively
- A trauma-informed and flexible approach to supporting people

Your track record will include experience of delivering support to vulnerable people, enabling them to make positive changes.

Benefits

- A pension scheme is provided, with a 6% employer contribution
- 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
- Westfield Health Care plan

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 and will be required to work from home and various locations in the community
- There is a requirement to participate in the on-call rota in compliance with our lone-working policy (approximately 3 shifts per month).

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	Purposeful We are smart and proactive in achieving our goals together
Inspiring We see potential in people and motivate change for the better	Committed We are dedicated to our work and to supporting our colleagues
Inclusive We are open, honest and include everyone	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: 13th May 2024 at 9am

Interview date: Friday 17th May 2024



Family Support Officer (Community and Outreach)

Job Profile

Job Title	Family Support Officer (Community and Outreach)
Grade / Salary	£22,500-£23,877 pro rata
Hours	21hrs
Reporting to	Adult and Community Services Manager

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 WA 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	Refer women (internally and externally) for specialist support; maintaining collaborative working relationships with all Thrive WA staff and partners.

5	Deliver support which is specifically tailored to meet the needs of marginalised groups e.g. Black and Asian Minority Ethnic women, LGBT women, Gypsy Roma and Irish Traveller women, Older women and Disabled women.
6	Facilitate and contribute to the delivery of therapeutic group interventions and other groups and programmes as and when required.
7	Occasionally attend MARAC meetings, process PPNs and ensure that information is shared appropriately and in line with GDPR procedures.
8	Keep appropriate records utilising the organisations electronic database in line with Data Protection legislation and Thrive policies.
9	Support the Senior Officer to produce monitoring reports, accurately recording outcome data and case studies.
10	To participate in the 24-hour, 365/366 day on-call rota in compliance with the lone-working policy.
11	Attend regular supervision internal and external sessions.

Line Management Responsibilities (Y/N)	N
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Qualifications and Training	
Desired	Domestic Abuse Qualification
	Recovery Toolkit training
	Own My Life 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 (Community and Outreach)

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 2 years experience of working with vulnerable people and assessing their needs Risk assessment and risk management for vulnerable women Experience of working in a supportive role with women Developing survivor-led support plans	Experience of delivering Own My Life, The Recovery Toolkit and/or other therapeutic interventions
Knowledge, skills and abilities	Knowledge of issues around domestic and sexual violence and abuse and its effects on women and children	Knowledge of one or more of the following areas: - Welfare Rights & Benefits Legal issues

	<p>Proven liaison with statutory and voluntary agencies</p> <p>Ability to manage own caseload and work autonomously.</p>	<p>Housing</p> <p>Child Protection</p> <p>Substance Misuse</p> <p>Mental Health Issues</p> <p>Family Court proceedings</p>
Personal attributes	<p>Good communication skills both oral and written</p> <p>Good interpersonal skills and an empathic approach to women and children affected by domestic abuse</p> <p>A team player</p> <p>Good organisational skills and the ability to prioritise workload effectively</p>	<p>Experience using Oasis DA or other database systems</p> <p>Previous monitoring and evaluation experience</p>
Other	<p>Driving Licence and use of own car with business insurance</p> <p>Commitment to the principles, aims and objectives of Women's Aid</p> <p>Ability to work within flexible work-pattern</p> <p>Computer literacy – preferably Microsoft office</p> <p>To participate in the 24-hour, 365/366 day on-call rota in compliance with the lone-working policy.</p>	<p>Ability to speak Welsh</p> <p>Ability to speak ethnic language</p>