



JOB DESCRIPTION – FEMALE* OUTREACH WORKER

Aurora New Dawn Job Title: Outreach Worker 1 X FULL TIME POST: 37 hours per week Contract to March 2021		
SECTION	<u>AE & Outreach Service</u>	LOCATION <u>Southampton (with local travel)</u>
POST TITLE	<u>Female* Outreach Worker</u>	*Genuine occupational Requirement: (Equality Act 2010) applies.
<ul style="list-style-type: none"> • JOB PURPOSE <p>To provide practical and emotional support to survivors of domestic violence and abuse (DVA), including crisis intervention, through both face to face and telephone support. To develop individual support plans which address the risk of harm, and to offer information, advocacy and sign-posting to survivors on a risk and needs-led basis. To support and empower survivors, thereby increasing self-esteem and reducing isolation.</p> <p>Responsible to: Operations Manager</p> <p>MAIN DUTIES</p> <ul style="list-style-type: none"> • Work as part of a team providing high-quality direct casework support, advice, information and advocacy to survivors of DVA through regular face to face meetings and telephone contact • Manage a caseload in accordance with all organisational policies and procedures • Assess risk using the DASH risk indicator checklist, ensuring that this risk is reviewed on a regular basis • Work with survivors of DVA to develop tailored support plans with a focus on reducing the risk of harm, increasing their personal safety (and that of any children) and responding to their individual needs. Support survivors to be able to identify and manage the risks to themselves and their children • Provide information to survivors in relation to their options, including guidance in relation to their housing, legal and welfare rights • Focus on the prevention of future homelessness where applicable • Assist clients in accessing services and benefits, and to accompany them to appointments and advocate on their behalf as required • Work effectively in partnership with other agencies and refer on appropriately, dependant on need and risk. This may include referral to specialist agencies, to other specialist DVA services or other external processes (for example MARAC). • Attend multi-agency meetings where required. • Support the local partnership response to DVA by contributing cover to the local single point of contact (SPOC). • Keep accurate records of all work done with or on behalf of clients using the organisation’s database, and produce reports and data as requested. • Contribute to monitoring and evaluation of the service. 		

Organisation

Aurora New Dawn is managed by the Chief Executive Officer

The line management for this post is undertaken by the Senior Advocate/Educator, under the guidance of the Operations Manager.

The service is Registered Charity and has a board of trustees and a full constitution to adhere to.

Corporate Responsibilities

1. The above range of duties and responsibilities is not exhaustive: post holders will be expected to perform work of a similar level and responsibility when requested to do so.
2. Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
3. Observe duty to all Health and Safety rules and take all reasonable care to promote the health and safety of yourself and others.
4. Act in a way that supports and promotes Aurora New Dawn's Equal Opportunities Policy, which aims to ensure everyone has equal treatment and equal access to employment and services.
5. Contribute to Best value by working in an effective, efficient and economical way, and to suggest and implement improved ways of working wherever possible.

IT Security

All staff must strictly adhere to current Aurora New Dawn policy on IT security as instructed by Chief Executive. Any breach of this policy could invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal.

Confidentiality of Information

Any information which staff have access to as a result of their employment with Aurora New Dawn must be regarded as confidential and must not under any circumstances be divulged to a third party without the appropriate authority (not even to relatives or close friends). If it is found that a member of staff has divulged such information, it may be appropriate to invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal. All staff must be vigilant and careful to ensure that all information which they have access to remains confidential.

Customer Service

All Aurora New Dawn employees must be committed to Customer Service with both internal and external clients. It is essential to maintain a high level of competence in this area.

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

PERSON SPECIFICATION – AURORA OUTREACH WORKER

1. KNOWLEDGE, SKILLS AND ABILITIES

It is essential that the post holder has the following:

- Knowledge and understanding of the issues facing those experiencing DVA
- Ability to communicate sensitively with survivors who may be distressed
- Knowledge of a range of options for and rights of those experiencing DVA and proven appliances of these concepts
- Understanding of Safeguarding, and the legal responsibilities surrounding these issues.
- Ability to liaise with external organisations
- Ability to work under pressure and to plan and prioritise own workload
- Ability to communicate effectively with a range of professionals
- Ability to establish and maintain appropriate boundaries when working with those who are experiencing crisis
- Ability to maintain effective office systems and use an electronic case management database
- Ability to manage time effectively and prioritise competing tasks
- Knowledge of relevant legislation relating to DVA
- Knowledge of welfare benefits
- An understanding of the needs of minority groups experiencing DVA
- Excellent verbal and written communications skills
- Understanding of and commitment to equal opportunities
- Full UK driving licence and use of own vehicle.
- Ability to travel locally, and occasionally nationally.

2. EXPERIENCE

You are required to have experience of:

- Providing support to survivors of domestic abuse, whether in a paid or voluntary capacity
- Risk assessment and the development of support/safety plans
- Data recording – preferably experience with electronic data recording systems
- Report writing and the collection and analysis of data
- Building and maintaining partnerships

3. PERSONAL QUALITIES, ATTITUDE AND PRESENTATION

- Commitment to a feminist ethos
- Commitment to anti-discriminatory practice
- Able to critically assess own performance and reflect on own practice
- Reliable and trustworthy
- Efficient and punctual
- Consistent and flexible – able to deal with changing and competing demands
- Ability to think creatively and show initiative
- Non-judgemental and non-directive approach to empowering survivors along with the ability to understand the individual needs of clients.

Additional Information:

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

This post will be based in Southampton with some travel locally. Aurora's main office is in Portsmouth and staff will be expected to travel there periodically as required (e.g. for team meetings). During the initial induction period some additional travel to the main Aurora office will be required.