



JOB DESCRIPTION – FEMALE¹ PROJECT WORKER (AURORA NEW DAWN DVA CARS™)

<p>Aurora New Dawn Job Title: Project Worker – Aurora New Dawn DVA Cars™ FULL TIME: 30 Hours per week Contract to September 2021, continuation subject to funding.</p>	<p>GRADE: 8</p>
<p>SECTION <u>DVA Car Service</u></p>	
<p>POST TITLE <u>Project Worker</u></p>	<p>Location: South-East Hampshire or Southampton (travel required)</p>
<p>1. JOB PURPOSE (from the 1st April 2021)</p> <p>This role comprises of <u>two parts</u>, worked on a rota basis and <u>totalling an average 30 hours per week</u>:</p> <p>a) To provide an out-of-hours*, face-to-face crisis response to incidents of domestic violence in Hampshire, working alongside officers from Hampshire Constabulary</p> <p>b) To work alongside the team** (Southampton) processing and reviewing referrals received as part of the DVA car project, ensuring that clients are referred into appropriate longer-term support as required.</p> <p>2. JOB PURPOSE (until the 31st March 2021)</p> <p>a) Due to COVID19 we have adapted the above project to run a 24/7 helpline. This involves working from home on a combination of 9hr (0900hrs – 1800hrs) and 15hr (1800hrs – 0900hrs) shifts answering calls that come in via the Helpline, processing and reviewing referrals, calling survivors offering emotional and practical support.</p> <p>*Out of hours shifts are between 17.00hrs – 03.00hrs **Office shifts are Mondays and the remainder of the hours to be agreed between the organisation and the successful candidate.</p> <p>Responsible to: Community Projects Manager</p> <p>3. MAIN DUTIES</p> <ul style="list-style-type: none"> • Take the role of Project worker within the Aurora DVA car service, working with clients who are experiencing domestic abuse. • Deliver an on-call service to clients, on a rota basis and alongside officers from Hampshire constabulary, offering independent, face-to-face support at the time of incident. • Sitting within police teams offering independent, face-to-face or telephone support. • Identify and assess the risks of domestic abuse victims using an evidence-based risk identification checklist. • Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation, helping them to begin to regain control of their lives. 	

¹ * In accordance with schedule 9 (Part 1) of the Equality Act 2010

- Provide a pro-active, short-term crisis intervention service.
- Undertake the allocation of onward referrals ensuring each client receives the appropriate service individual to their needs, to help keep them and their children safe.
- Liase with other agencies (both voluntary and statutory) to facilitate onward referrals, as above.
- Help maintain accurate and confidential case management records using the database and contribute to monitoring information for the service.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for victims of domestic abuse.
- Respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.

Organisation

Aurora New Dawn is managed by the Chief Executive Officer

The line management of this post is undertaken by the Community Projects 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 economic 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 person specification 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 – PROJECT WORKER, AURORA DVA CARS

1. KNOWLEDGE, SKILLS AND ABILITIES

It is essential that the post holder has the following:

- Excellent communication, negotiation and advisory skills, both written and verbal.
- An understanding of and commitment to equal opportunities and diversity issues in policy and practice.
- Computer literacy skills and experience of working with databases.
- Ability to travel locally, and occasionally nationally. **Please note: due to the nature of the post all applicants must have access to their own vehicle and possess a full, clean UK driving licence.**
- **An ability to work flexible hours.** This post will entail a combination of out-of-hours work on a weekly rota basis (shifts between 5pm and 3am no more than 2 nights per week) and shifts during the day in the Aurora office, totaling 30 hours each week.

It is desirable that the post holder has the following:

- A good understanding of domestic abuse including the impact of domestic abuse on victims and their children.
- Some knowledge of civil and criminal justice remedies for victims of domestic abuse and their children.
- Some knowledge of the support available within the East Hampshire area for those experiencing domestic abuse and their children.
- An understanding of child protection issues, and the legal responsibilities surrounding these issues.
- An understanding of the principles of risk assessment and safety planning for victims of domestic abuse and their children.
- Strong crisis management skills and the ability to deal with stressful and difficult situations.
- An understanding of the remits and resources of relevant statutory bodies and voluntary agencies.

2. EXPERIENCE

It is desirable that you have had experience of:

- Working with people experiencing domestic abuse, whether in a paid or voluntary capacity
- Working with other agencies in partnership, whether statutory or voluntary.

3. QUALIFICATIONS/PROFESSIONAL MEMBERSHIP

N/A

4. PERSONAL QUALITIES, ATTITUDE AND PRESENTATION

You are required to demonstrate:

- Commitment to a feminist ethos
- A compassionate and empathetic approach.
- Both a non-judgemental and non-directive approach to empowering survivors along with the ability to understand each individual's needs.
- An ability to think creatively, show initiative and be proactive when interacting with your clients and agencies you're working with.
- Ability to work well in high-pressure and/or crisis situations and an ability to remain calm throughout.
- That you can act with integrity and respect when working with all clients, agencies and individuals.
- That you are able to critically assess own performance and reflect on own practice
- That you are consistent and flexible: able to deal with changing and competing demands
- A commitment to anti-discriminatory practice
- That you are reliable and trustworthy
- That you are efficient and punctual

DBS Disclosure at Enhanced level will be required prior to any offer of employment.

Police Clearance level 1 will be required on acceptance of employment.

This post is exempt from the Rehabilitation of Offenders Act 1974.