

## JOB DESCRIPTION

**Post:** Community DA Practitioner

**Hours of Work:** 37 hours per week (some out of hours work may be required)

**Salary:** £25,791 per annum

*This is a temporary position until the end of March 2024, with the potential of an extension beyond that timeframe.*

### **Job Purpose:**

- To plan and implement high quality support and advocacy for women and children affected by all forms of domestic abuse in Coventry
- To develop and deliver a range of support services to women within the community, including support, advice and information on options, rights and services

**Responsible to:** Support Service Manager

### **Duties and Responsibilities**

#### **Development:**

- To identify and develop support strategies to meet the needs of women and children seeking support across our services
- To develop policies and practice guidelines appropriate to the project in accordance with Coventry Haven Women's Aid policies and procedures
- To keep up to date with current legislative changes
- To identify and make links with existing projects and community services and to develop joint services where appropriate
- To develop monitoring and evaluation procedures
- To keep abreast of issues regarding domestic abuse on a national and local level
- To provide drop-ins and surgeries as required by the service
- To provide training and workshops as required by the service
- To participate in multi-agency work as agreed with your line manager
- To work with a team of volunteers/ champions (recruited, trained and inducted by the Volunteer Coordinator) who will work with the Community DA Practitioner to offer support to women and children affected by domestic abuse

#### **Support Work:**

- To work with women to identify their support needs and incorporate these into women's Individual Support Plans (ISP)
- To develop and produce an ISP for each service user and review on a regular basis
- To recognise women and children's individual needs and refer to specialist agencies where necessary as part of their ISP
- To work with Coventry Haven Women's Aid staff to develop appropriate services for women and children
- To work within the monitoring and evaluation procedures
- To facilitate access to Coventry Haven Women's Aid and its full range of services
- To facilitate access for women to both statutory and community services
- To encourage the development of mutual support networks

**This post is applicable to women only. The role is covered by a Genuine Occupational Requirement (schedule9: Equality Act 2010). Successful applicants will be subject to a Disclosure and Barring Service check before commencing employment.**

- To work with a team of volunteers/ champions to offer advocacy and practical support to women and children
- Devise and implement appropriate methods of communication with women and children, in agreement with your line manager
- To identify and attend training and conferences relevant to the post in agreement with your line manager
- To work alongside colleagues to organise in-house training and information sessions on a range of issues for service users
- To promote awareness of the impact of all forms of domestic abuse on women and children and Coventry Haven Women's Aid services
- To always ensure adherence to the Confidentiality and GDPR procedures

#### **Administration:**

- To work within Coventry Haven Women's Aid administrative and financial systems
- To ensure that accurate records are kept for all service users using OASIS
- To ensure that Health and Safety records are kept up to date
- To produce monthly reports for your line manager
- To monitor and evaluate the Service via various methods including feedback from service users and produce statistical information

#### **Communication:**

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the premises, staff, volunteers and service users
- To attend in-house training
- To attend support and supervision sessions with your line manager
- To develop professional working relationships internally and with external agencies
- Feedback relevant issues from external meetings/training to the staff and management teams as appropriate
- To be involved in the Annual Review process
- To promote awareness of the impact of domestic abuse on women and children and Coventry Haven Women's Aid services

#### **General:**

- To maintain the confidentiality of the women, young people and children using the service at all times
- To maintain confidentiality in all matters relating to the organisation
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation, adhering to Coventry Haven Women's Aids framework for equal opportunities and anti-discriminatory practice
- To ensure the efficient use of resources at all times
- To maintain an awareness of the issues surrounding domestic violence and abuse (in all forms) on a national and local level
- To work within Coventry Haven Women's Aid policies and procedures and demonstrate a commitment to the values and ethos of Coventry Haven Women's Aid
- To undertake any other duties required by Coventry Haven Women's Aid which are required and commensurate with the post
- To undertake at least 2 events in the community per annum to showcase the services offered by Coventry haven Women's Aid

## Coventry Haven Women's Aid

**Post: Community Outreach Worker**

### PERSON SPECIFICATION

<b>Commitment and Understanding</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
Commitment to services for women and children affected by domestic abuse	X	X	
Commitment to work within CHWA ethos, policies and procedures		X	
An understanding of women's issues and feminist principles, in particular around the issues of domestic abuse (all forms) and its implications for women and children	X	X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs	X	X	

<b>Experience</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
Of providing practical and emotional support to women and children affected by domestic abuse	X	X	
Of offering advice and information and advocating for service users on a range of issues including homelessness, benefits, legal, social welfare issues, etc	X	X	
Of developing and maintaining effective working relationships with external agencies	X	X	
Of working within safeguarding guidelines to protect and promote the well-being of children and vulnerable adults	X	X	
Of delivering talks, training or awareness sessions to external agencies		X	

<b>Skills</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
A professional approach to communicating with and engaging service users in the development and delivery of the service		X	
The ability to carry out safe working practices essential within domestic violence services including risk assessment, safety planning and the implementation of confidentiality procedures	X	X	
The ability to build good relationships with other staff and volunteers and to work as part of a team		X	
The ability to prioritise and manage a varied workload		X	
Good administrative skills and the ability to work with Microsoft Office	X		
A willingness to work flexibly to ensure the needs of the service are met		X	
The ability to speak either Polish or an Asian language other than English	X		X

<b>Desirable</b>	<b>Form</b>	<b>Interview</b>	<b>Test</b>
Relevant qualifications	X		
Current driving licence and access to a car for work	X		