

**PERSON SPECIFICATION**

**FEMALE SUPPORT WORKER: DOMESTIC ABUSE SAFE HOUSE**

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|  | Essential | Desirable |
| Skills | * Numeracy and literacy to GCSE level/NVQ 2 or equivalent
* The ability to undertake effective casework management and support planning with evidence of a methodical and well organised approach to work
* Ability to work in partnership with a wide range of statutory and voluntary agencies, to achieve outcomes for service users
* The ability to provide respectful, non-judgemental, and confidential support to women and their children.
* The ability to encourage women to take control of their lives and set realistic objectives and goals.
* Maintaining professional boundaries, show resilience and reliability under pressure
* Ability to work as part of a team demonstrating a flexible approach including a commitment to being part of a rota and on-call system
* Ability to maintain accurate and up-to-date records and to communicate with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software
 | * Ability to apply psychologically informed practice
* Ability to work with a recovery focused approach
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| Experience | * Proven experience of working with women who have survived domestic abuse
* Proven experience working in homelessness / supported housing sector providing support in shared or self-contained accommodation
* Experience of assessing the risks and needs of vulnerable women who have experienced domestic abuse and/or complex needs
* The ability to deal with and diffuse crisis and emergency situations in a professional and effective manner.
* Demonstrable experience of being proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues
* Able to work on own initiative.
 | * Experience of delivering women only services
* Experience of working with victims of sexual violence
* Experience of delivering group work and / or training
* Experience working with people with mental health needs, substance misuse , other complex needs
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| Knowledge | * Demonstrable understanding of the diverse needs of women and children experiencing domestic violence and the discrimination issues as they relate to women escaping domestic violence.
* Knowledge of criminal and civil legal remedies relating to domestic abuse
* Knowledge of Domestic Abuse risk assessment tools including DASH and the MARAC process
* Knowledge of housing management procedures
* Knowledge of health and safety issues specific to women fleeing domestic abuse and supported housing
* A thorough understanding of safeguarding relating to vulnerable adults and children, including how and when to report concerns
* Up to date knowledge of the welfare benefits system and the ability to ensure service users maximise their benefit entitlement
 | * Knowledge of mental health legislation
* Knowledge of housing legislation
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| Values | * A commitment to the Victim’s Code of Practice
* An understanding and commitment to meeting the needs of vulnerable women
* Commitment to diversity and equal opportunities at work
* Commitment to service user participation and involvement
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| Other | * Black and ethnic minority woman
* Be available and committed to be part of the out of hours on call rota and work flexibly including some evening and Saturday mornings on a rota basis
* A current, full driving licence and access to appropriate motorised transport
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***\*Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement)***

***Next Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***

***Next Link is committed to Equal Opportunities.***