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**NEXT LINK JOB DESCRIPTION**

**Post:** **Domestic Violence Group Work Programme Co-ordinator**

**Responsible to: Next Link Service Manager**

**Hours 37.5 per week**

**Mon to Fri 9.00am – 5.30pm (occasional evening working)**

**JOB PURPOSE:**

To co-ordinate and manage the development and delivery of a high quality group work programme for female survivors of domestic abuse; comprising of 12 courses (Freedom Programme, CRUSH, Recovery Tool Kit) in dispersed venues across Bristol.

**MAIN OBJECTIVES:**

* Initial developmental role (3 months)
* Review current group work service delivery model
* Assess current facilitation arrangements
* Rationalise Freedom Programme courses
* Introduce new models including CRUSH and Recovery Toolkit
* Introduce an accreditation process for group facilitators
* Introduce a single referral care pathway.
* Ongoing role to co-ordinate a range of group work courses for women, with a victim centred approach, to empower women to make positive choices about their lives and ensure service users:

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* Have an increased understanding of the abuse they are experiencing
* Are aware of risk factors and safety measures
* Feel safer
* Feel more empowered and confident
* Are supported to cope and recover
* To liaise effectively and collaboratively with all appropriate agencies and community groups to ensure the best access to services.

## PRINCIPAL RESPONSIBILITIES

1. **Referrals to the group work programme**
   1. Promote and publicise the group work programme through building positive relationships with current, potential referrers and service users to ensure a steady flow of appropriate referrals.
   2. Be responsible for the group work service referral care pathway. Ensuring referrals are managed via the first point of contact Next Link duty helpline and women are seamlessly referred to the most appropriate group that will meet their needs.
   3. Manage the waiting lists and allocation of survivors to the appropriate group programme appropriate for their needs.
2. **Co-ordination of the group work programme**
   1. Recruit and train volunteer facilitators when the need arises
   2. Provide support to the volunteer facilitators through the provision of peer support groups and/or

1-1 support.

* 1. Introduce and manage an accreditation process for group work facilitators to ensure quality and consistency in service delivery. To include ensuring:
* All facilitators receive appropriate training
* Facilitators attend peer support groups and 1-1 meetings
* Group attendance records and outcomes are kept up to date and maintained
  1. Support facilitators to identify and arrange suitable community venues for the delivery of the group programmes, including the provision of childcare facilities
  2. Develop and introduce service user feedback mechanisms
  3. Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the group work programmes, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other hard to reach groups.
  4. Champion service user empowerment and involvement by ensuring our services:
* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our service
* Have a Think Family approach

1. **Record keeping and monitoring**
   1. Develop and manage appropriate monitoring arrangements regarding referrals, engagement and service user outcomes for each group programme
   2. Ensure facilitators maintain up to date, accurate, legible and accessible records of all work and contact with service users, other agencies/professionals and others (e.g. carers, families), ensuring that they meet the requirements of data protection and confidentiality.
   3. Ensure all client records, outcome and monitoring data is accurately recorded using the Oasis case management system and any other record/monitoring systems.
   4. Prepare quarterly reports for commissioners and any further internal reports required by the Senior Management Team
   5. Devise and produce an annual evaluation report of the group work programme

**4. Developing of self and others**

* 1. Actively participate in regular one-to-one supervision and annual appraisals.
  2. Attend and make a positive contribution to staff / team meetings and to participate in organisational training and development events as required.
  3. Provide support and guidance to trainees, relief/agency workers and volunteers, when required.
  4. Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.

1. **General**
   1. Act as a representative of Next Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate.
   2. Uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
   3. Work flexibly within a team setting; liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
   4. Work within Next Link’s Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
   5. Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
   6. Observe organisations equal opportunities, confidentiality, data protection policies.
   7. Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
   8. Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

***This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.***

***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.***

***All posts are exempt under section7 (2) (f) of the Sex Discrimination Act 1975***