

## Job description

<b>Job title</b>		Senior Family Support Worker (Reach Out)					
<b>Department</b>		Children and Families			<b>Function</b>		
					Reach Out Domestic Abuse Service		
<b>Team</b>	MASH, EDT and Reach Out	<b>Post number</b>	TBC	<b>Hours:</b>	36 per week	<b>Grade</b>	LBR 08
<b>Reports to</b>		MASH Practice Manager					
<b>Responsible for</b>		No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion					

### Role Purpose

Reach Out is Redbridge Council's front door for individuals and families impacted by domestic abuse. The service operates borough-wide, supporting households with and without children.

In line with the Safe & Together Model, the service aims to bring about long-term sustainable change by:

- increasing the survivor's safety, wellbeing and freedom
- improving children's safety and wellbeing
- engaging with perpetrators to reduce risk and harm

### Survivor-led

The post holder will carry out an initial screening, complete safety planning and connect survivors to relevant interventions, services and support in a timely manner.

It is critical to take a trauma-informed approach in this role as many survivors will have experienced abuse over a sustained period. They may also have experienced previous domestic abuse be it in other relationships or childhood.

### Child-centred

The post holder will help to connect children and young people who have witnessed and experienced domestic abuse to the necessary emotional and therapeutic support

### Perpetrator-aware

The post holder will make proactive contact with perpetrators of domestic abuse and use motivational interviewing to encourage them to address their abusive behaviours by accessing the Spotlight Programme

The post holder will receive relevant training and will attend practice management to support their professional development, as well as receiving clinical supervision to ensure that they receive the necessary support to thrive in their role.

### Major duties and responsibilities

#### Service user engagement

- To make proactive contact with families following referrals from police, health and other key agencies
- To complete the DASH risk assessment and carry out safety planning with survivors
- To develop a strong knowledge of the internal offer, local services and key information (e.g. Protection Orders) in order to connect survivors and children to the right support
- To use motivational interviewing to encourage perpetrators to engage with behaviour change intervention
- To conduct this work in a way that shows an understanding of domestic abuse and its impact on survivors and children, ensuring that we deliver our service in a way which does no harm and puts the safety of survivors and children at the forefront of everything we do

- To work with a diverse range of service users, including those with mental ill health, those impacted by substance misuse, those with learning disabilities, asylum seekers, those with no recourse to public funds and any other factors which could impact access to services and support

### **Case management**

- To maintain accurate, comprehensive case records using specified electronic systems, and complying at all times with completion deadlines
- To attend case management meetings as required (e.g. MARAC) to share relevant information in order to ensure survivor safety
- To understand safeguarding legislation and to be confident in identifying safeguarding risks and escalating concerns
- To liaise with other child protection professionals on open cases

### **Service development**

- To support the development of domestic abuse services for perpetrators, survivors and children by obtaining and sharing feedback from service users and identifying any areas of improvement, including ways in which we can make our service more accessible
- To work alongside the child protection teams to develop and deliver effective and efficient support and interventions that enhance social work statutory duties in a timely way
- To work alongside child protection teams to ensure that the development of services comply with Ofsted required minimum standards and to ensure that any recommendations made within inspection reports are adhered to

### **Multi-agency**

- To communicate effectively with internal services and partner agencies, including liaising and maintaining contact with other professionals involved with the family to ensure that information is shared
- To develop a high level of knowledge about the local community and relevant services, and to appropriately signpost to other agencies for support
- To actively promote the service through appropriate publicity, events and networking – and to be proactive in securing sufficient referrals to maintain a full caseload

## **General accountabilities and responsibilities**

### **Green Statement**

#### **This will involve:**

- Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

### **Data Protection/Confidentiality**

#### **This will involve:**

- Complying with General Data Protection Regulation (GDPR) and the Data Protection Act 1998
- Treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.
- Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.

	<ul style="list-style-type: none"> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> <li>▪ Ensuring that lone working procedures are implemented and participating in the functions of the service both within and outside of office hours.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<p><b>This will involve:</b></p>

	<ul style="list-style-type: none"><li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within the grading level and competence.</li></ul>
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## Person specification

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<b>Service Area</b>		Children and Families		<b>Function</b>	Reach Out Domestic Abuse Service
<b>Team</b>	MASH, EDT and Reach Out	<b>Post number</b>	CT	<b>Grade</b>	LBR 08
<i>Method of candidate assessment: A = Application Form    I = Interview    T = Test</i> <i>Weighting: 3 = most important, 2 = least important</i>					
<b>Selection Criteria</b>				<b>A - I - T</b>	<b>Weighting</b>
<b>Education and Qualifications:</b>					
A recognised, relevant qualification (i.e. NNEB, NVQ 3 or approved equivalent)				A	2
<b>Experience:</b>					
Significant experience of working with children and families, including survivors of domestic abuse or with service users with complex needs				A-I	3
Experience of working with child protection issues				A-I	3
Experience of dealing with conflict and difficult situations in a professional manner				A-I	3
Experience of joint working with parents and other professionals				A - I	3
Experience of writing and maintaining clear and concise case notes, reports and assessments etc.				A	3
<b>Skills:</b>					
Ability to support children in need and their families within their home or in the community and at reviews, case conferences etc.				A	2
Ability to demonstrate good communication skills when working with colleagues, professionals and service users				I-T	3
Ability to work both independently and collaboratively as part of a team, including liaising with the Team Manager on casework issues				A-T	3
Ability to remain courteous, calm and professional at all times				I	2
Ability to use resources effectively within current constraints				A	2
Ability to support team members in delivering a high standard of bespoke intervention to families whilst maintaining high standards of practice, and contribute to the evaluation of these interventions				A-I	3
Ability to understand the needs of service users and to be able to collaborate with other team members to develop and deliver a high standard of bespoke interventions that will work to improve positive outcomes for children and families				I	3
Ability to organise and manage own time and workload				I	3

<b>Knowledge:</b>		
Comprehensive understanding of domestic abuse including its impact on survivors and children	A-I	3
Knowledge and understanding of the needs of children and their families	I	3
Knowledge and understanding of equality and diversity issues	A-I	2
Knowledge and understanding of GDPR 2018 and DPA 1998	A-I	2