

JERSEY WOMEN'S REFUGE

JOB DESCRIPTION

Post	Outreach Support Worker
Hours of Work	Full time (37 hours per week)
Salary	Hourly rate between £14.30 and £15.81
Contract	Permanent
Accountable to	Jersey Women's Refuge Manager

The Jersey Women's Refuge (JWR) offers safe accommodation for women and their children suffering physical and emotional abuse. Clients do not need residential qualifications to receive help or to stay at the Refuge; they are given the opportunity to talk confidentially about their situation and offered advice and guidance appropriate to their needs by qualified staff.

Each year in Jersey, there are over 1, 000 domestic incidents reported to the police, most of which women are the victims of. Countless other women suffer serious physical abuse – as well as verbal or emotional abuse – and do not report it. The needs of victims of domestic abuse span several service systems and may require the intervention of the criminal and civil justice systems, health and social services, child care, private sector and/or community agencies.

JWR Outreach Support Workers contribute to an ongoing dialogue between a network of services to provide continuing support programmes for victims of domestic abuse. These support programmes are aimed at women who may, but not necessarily, come into direct contact with the JWR itself. Pro-actively initiating, developing and improving partnerships and support systems, within the public and private sector, will ensure that abused women have relevant and adequate knowledge and support to change their circumstances.

PURPOSE OF THE JOB

To support and empower female victims of domestic abuse and their children by offering advice, guidance and counselling to clients who may be either staying at the Refuge, be previous residents, be seeking advice by telephone or being assisted on a non-residential basis.

To promote the work of Jersey Women's Refuge through raising awareness, training and education around the issues of domestic abuse with agencies/organisations, professionals, young people and the public at large.

To facilitate the development of JWR Outreach Service initiatives and evaluate outcomes.

To ensure that victims are aware of the services available to them and how best to access such services.

PRINCIPAL ACCOUNTABILITIES

1. Clients of the organisation

- To give practical advice, support and counselling to women and children experiencing domestic abuse, including on-going support or advice to non-residents
- To assist clients with obtaining relevant information
- To liaise with other agencies to meet the needs of clients. This includes working in line with JWR Safeguarding policies and working in partnership with other agencies when required to safeguard women and children accessing JWR services.
- To accompany residential clients to other agencies when required
- To attend and contribute to staff meetings ensuring relevant information is communicated to other members of staff
- To facilitate delivery of Refuge support programmes for clients and their children

2. Administration

- To maintain accurate and up to date client records
- To compile and produce reports including statistics, letters and information packs
- To respond to correspondence, including email, concerning clients
- To respond to correspondence, including email, concerning workshop and info talk bookings

3. Human Resources

- To participate in the induction of new volunteers
- To give ongoing support to volunteers and other staff members which on occasion may include residential work and rota cover

4. Finance

- To appropriately use and record petty cash transactions
- To order and replenish office supplies and promotional materials

5. Public Awareness and Publications

- To provide and maintain relevant and current information materials to meet both client needs and those members of the public who are interested in our work
- To support other agencies to develop their own strategies to reduce the impact of domestic violence
- To provide and participate in the provision of training for inter-agency workers and volunteers
- To support educational initiatives in schools, colleges and clubs
- To raise the profile of the JWR services through campaign organisation and liaison with other connected service groups
- To raise awareness on the issues of domestic abuse and the services of Jersey Women's Refuge in the public, private and voluntary sectors as well as in the general community

6. Management of the service

- To contribute to the development and business planning of the Outreach Service, in conjunction with the JWR Service Manager, to ensure that the objectives and targets of the service are achieved

KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE

The successful applicant should have some knowledge, awareness and understanding of:

- issues relating to domestic abuse
- the diverse needs of women
- entitlements such as Income Support, Legal, Social Security and Housing as they concern women escaping domestic abuse
- professional boundaries and willingness to comply with such
- the importance of prioritising and managing difficult issues
- the importance of confidentiality
- IT skills
- Child Protection issues and willingness to undertake any necessary training
- First Aid competence and willingness to undertake any necessary refresher course/s

A good standard of general education (to a minimum of 'O' level/GCSE standard) with a high standard of written English is required.

The post-holder is required to hold a qualification in teaching adult learners (i.e. PTLLS or equivalent), or be willing to obtain one.

KEY COMPETENCIES

As 'people skills' are extremely important in our work, the successful applicant will also have:

- basic counselling and listening skills
- a mature non-judgemental approach
- excellent interpersonal and communication skills
- an ability to work as part of a small team
- an ability to remain calm and confident whilst dealing with nervous and anxious clients and sometimes very difficult situations
- empathy and understanding concerning our clients.

Applicants should also have a mature, realistic outlook, along with a good sense of humour.

ADDITIONAL INFORMATION

The successful applicant will have been resident in the island for a minimum of 5 years and will be required to undergo a States of Jersey DBS Police check.

The post holder will need to be aware of JWR Confidentiality Policy, which she will be required to sign.

The post-holder's work may vary from day to day, according to circumstances, therefore the principal accountabilities only form an outline guide to the working routine, therefore due to the nature of this role the post-holder must be able to work on a flexible basis. Some work may include some evenings / weekends.

This Job Description does not limit the duties of the post-holder and JWR may require him/her to undertake other duties within their capacity from time to time.