**Berkshire Women’s Aid**

**Job Description**

Job Title: **Outreach Worker based in Reading**

Job Purpose: **To provide specialist outreach support to victims of domestic violence and abuse.**

Accountable to: **Reading Operations Manager**

Line Manager for: **None**

**Responsibilities:**

1. **To work in Reading Outreach team**

* To work in partnership with voluntary and statutory organisations
* To work in partnership with other BWA staff, volunteers and colleagues to provide drop in and group work support

1. **To provide support, advocacy and information**

* Meet or speak on the telephone with victims of domestic abuse to provide initial support and information
* Provide appropriate crisis support to Outreach clients
* Signpost people appropriately
* Provide follow-up support
* Support to be provided in a culturally sensitive and appropriate manner
* Complete and update risk assessments and individual support and safety plans for clients

1. **Support the BWA Helpline if required**

* Take helpline calls and provide sensitive and confidential advice
* Arrange for safe accommodation for women and their children, either in a BWA refuge or elsewhere, arranging any necessary transport
* Refer callers to other agencies, if they wish and if it is appropriate

1. **Provide a range of specialist services within the Reading Outreach team**

* Support the Outreach team to support victims of abuse referred from Health Settings
* Provide outreach to individuals and support with group work delivery
* Attend meetings as and when required to support these clients within the Child Protection process

1. **Publicise the work of BWA in the area**

* Ensure those who are experiencing domestic violence or abuse know about the services BWA provides
* Maintain good working relationships with local voluntary and statutory agencies to keep up-to-date on local resources available to clients
* Build close links with relevant local health agencies and groups
* Ensure local agencies refer clients to BWA, and that they do so appropriately
* Deliver training to professionals on the range of BWAs work and act as training lead for GPs and Health agencies

1. **Be an active member of the team**

* Help cover the work of the team during absences, vacancies or when a colleague is under pressure
* Liaise and coordinate with other team members to provide a cohesive quality service
* Participate in, and contribute to, team meetings
* Share with other team members previous experience, skills and up-to-date knowledge which may be relevant to the team in providing its service
* Keep up to date on local and national changes and best practice when supporting victims and issues that affect them.
* Provide advice and support to Reading Borough Council Children’s Services as part of Single Point of Access

1. **Maintain accurate records in line with BWA procedures, regarding all aspects of service delivery for monitoring and other purposes**

* Collate statistics on work undertaken with clients including risk reduction and outcomes
* Record details of training delivered including number of delegates and feedback
* Collate statistics on support and advice provided to other agencies including Reading Borough Council
* Contribute to the quarterly monitoring report for Reading Borough Council

**Personal Specification**

**Outreach Worker, Reading**

# Experience, skills and knowledge may have been gained in paid or unpaid work

## Essential Previous Experience and Knowledge

* experience of working directly with a wide range of people
* experience of gathering and assessing information sensitively
* experience processing information and working to agreed outcomes
* experience of giving accurate detailed information to others
* experience of keeping detailed records
* experience of working in a team to provide a service

## Essential Skills

* able to be an active and empathetic listener
* able to form working relationships quickly
* able to work within professional boundaries
* able to keep methodical and accurate records
* computer literate
* able to make practical and realistic plans

**Should a number of applicants fulfil the essential requirements of the post, preference will be given to applicants who meet these desirable requirements.**

## Desirable Skills

* experience of facilitating groups
* experience of working within a confidential service
* experience of representing a service or cause positively and persuasively
* car owner and have current driving license
* experience of working in a health setting
* experience of delivering training to a range of professionals
* Experience of working with victims of domestic abuse

## Desirable Knowledge

* criminal and civil justice system
* knowledge of welfare rights and benefits
* knowledge about issues relating to mental health, substance misuse
* knowledge of statutory and voluntary agencies available to provide services to victims and their children
* knowledge of the gendered nature of domestic abuse and other factors that influence this
* knowledge of Honour Based Abuse and Forced Marriage issues
* Understanding of how to provide services appropriate to diverse client groups e.g. BAMER and LGBT+ clients