



Job Description

Job Title	Domestic Abuse Triage Worker
Responsible to	Outreach Operations Manager
Direct reports	N/A
Working pattern	9.00am – 5.00pm Monday - Friday

As BWA's Domestic Abuse Triage Worker, your job will be to manage all new outreach referrals, provide high quality support, risk assessment, information and advocacy to clients who have experienced domestic abuse at their first point of contact with the service. You will also oversee the administration of the BWA Choices programme. Your role is to empower our clients, keeping the safety of them and their children central to our interventions. We are looking for an individual who is able to work in a fast-paced environment and is committed to building strong relationships with a wide range of professional agencies.

What will you do?

1. Work across the Reading and Bracknell outreach teams to oversee new referrals into BWA.
2. Acknowledge receipt of new referrals and liaise with referrer if information is missing for further information is required for the referral to be processed.
3. Upload all new referrals onto Modus (case management system), creating new clients and embedding all relevant information including referral documentation and demographic information.
4. Make initial contact with clients to identify immediate safety and support needs providing appropriate safety planning advice and signposting to clients where necessary. Ensure clients who wish to engage with outreach support are allocated to the appropriate team and clear communication is provided where clients are assessed as high risk.
5. Liaise referrers to identify alternative means of contact where contact with clients cannot be established and provide updates on the outcome of the referral.
6. Work in partnership with voluntary and statutory organisations, maintaining good working relationships with external agencies and keeping up to date with local resources and services available to clients.

7. Act as the lead for the BWA Choices programme, contacting clients to offer programme spaces, complete risk assessments and consent forms, sending out information about groups and updating records with client attendance.
8. Be an active member of the team, helping to cover the work of the team during absences, vacancies or when a colleague is under pressure, and liaising and coordinating with colleagues to provide an effective and cohesive service for clients. Share previous experience, skills and knowledge which may be relevant to the team in providing its service.
9. Maintain accurate records in line with BWA procedures regarding all aspects of service delivery for monitoring and other purposes, including detailed case management records and the collation of statistics for quarterly reporting.
10. Ensure that the needs of all outreach clients are respected, especially those who face barriers to accessing services because of ethnicity, sexuality, disability or other hard to reach groups.
11. Work within and support BWA's policies and procedures, including maintaining confidentiality and professional boundaries across all of your work.
12. Be the voice of the clients and children we represent by ensuring that their experiences are accurately reflected and that complaints are dealt with via the BWA complaints policy.
13. Ensure that any safeguarding issues for children or vulnerable adults are raised immediately with BWA management as per BWA policies.

This list is a guide to the tasks of the role not exhaustive. We need someone in this role to respond flexibly to the needs of our services to survivors.

Person Specification	Essential or Desirable	Assessment Method*
<ul style="list-style-type: none"> • Good standard of general education 	E	A
<ul style="list-style-type: none"> • Experience of providing direct emotional and welfare support to people at time of crisis. 	E	A/I
<ul style="list-style-type: none"> • Experiencing of reviewing risks with survivors of domestic abuse and devising safety plans 	D	A/I
<ul style="list-style-type: none"> • Evidence of the ability to work with individuals from all backgrounds, including an understanding of how to provide services appropriate to diverse client groups e.g. BAMER and LGBT+ clients 	E	A/I
<ul style="list-style-type: none"> • Knowledge of the impact of all forms of domestic abuse on survivors and their children, including honour-based abuse, forced marriage and FGM 	E	A/I
<ul style="list-style-type: none"> • Be calm and deal with pressured situations enabling you to plan and prioritise work. 	E	A/I
<ul style="list-style-type: none"> • Excellent standard of administrative skills and a high level of organisation to manage competing demands on your time. 	E	A/I
<ul style="list-style-type: none"> • Recent knowledge of legislation relating to survivors of all forms of domestic abuse. 	E	A/I
<ul style="list-style-type: none"> • Knowledge of processes relevant to those accessing support including knowledge of the civil and criminal justice system, welfare and benefits, housing, immigration and safeguarding processes. 	D	A/I
<ul style="list-style-type: none"> • Able to work with a range of stakeholders to develop professional working relationships to support clients. 	E	A/I/T

<ul style="list-style-type: none"> • Be able to communicate to a diverse audience and to be understood. 	E	A/I/T
<ul style="list-style-type: none"> • Be a team player and be able to seek support and guidance when necessary. 	E	I
<ul style="list-style-type: none"> • Ability to use Microsoft Office and other caseworking software. 	E	A/I
<ul style="list-style-type: none"> • Be committed to the work of BWA, putting the survivor at the centre of services and empowering them to rebuild their lives free from abuse. 	E	I

***Assessment method:**

A: Application I: Interview

Notes

- 1) This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service for details of any previous criminal convictions which are not protected under the Act.
- 2) Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.