



Job Description

Job Title	Empowering Women Project Worker
Responsible to	Specialist Support Services Manager
Direct reports	N/A
Working pattern	Part-time, 20 hours per week

As an Empowering Women Project Worker, your role is to support women with a range of multiple and complex needs in West Berkshire. Your role will also be to empower and promote the welfare of our clients, providing information, advocacy and support. You will take the lead of maintaining and managing the administrative tasks of the Empowering Women Project. 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. Support women with at least three of the following complex needs in West Berkshire
 - a. Homelessness or problems with housing
 - b. Offending
 - c. Substance misuse
 - d. Mental health
 - e. Money or debt problems
 - f. Unemployment
 - g. Domestic or sexual abuse
2. Develop and implement an intensive and integrated culturally sensitive support service for women that meet the above eligibility criteria to help them recover and develop resilience.
3. Provide a service that is accessible at a point of crisis and less critical periods, focusing on people who have high or medium risk support needs.
4. Ensure equitable access for women from hard to reach communities or those who may find it harder to access mainstream services.

5. Manage complex cases, developing and implementing individual risk and needs assessments, support and safety plans.
6. Provide advice, advocacy and support that enables and empowers people to make decisions, increase their options, their confidence and their safety.
7. Ensure that victims who are identified as high risk of domestic abuse are supported through the Multi-Agency Risk Assessment Conference (MARAC).
8. Work with a range of appropriate specialist statutory and voluntary sector services (internal and external) to develop referral pathways, joint working and information sharing protocols and processes, to advocate for clients to ensure their needs are met.
9. Work as part of the wider BWA team to provide support, group facilitation and professional training where required.
10. Work flexibly including occasional evenings and weekends.
11. Lead on maintaining and organising the administrative tasks and responsibilities relating to the Empowering Women Project. Managing the team's inbox and spreadsheets, being the first point of contact for referrals to the team.
12. 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.
13. Keep up to date on local and national changes and best practice when supporting vulnerable adults and issues that affect them. Ensuring that clients are aware of their legal rights and responsibilities for themselves and their children.
14. 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.
15. Support the Specialist Support Services Manager to ensure that contractual obligations are met and monitoring reports are submitted on time.
16. Ensure that the needs of all BWA clients are respected, especially those who face barriers to accessing services because of ethnicity, sexuality, disability or other hard to reach groups.
17. Work within and support BWA's policies and procedures, including maintaining confidentiality and professional boundaries across all of your work.
18. Be the voice of the clients we represent by ensuring that their experiences are accurately reflected and that complaints are dealt with via the BWA complaints policy.



19. Ensure that any safeguarding issues for children, young people or vulnerable adults are raised immediately with BWA management as per BWA policies.
20. Attend appropriate training and development sessions as agreed with the Line Manager and take responsibility for your own continuous professional development.

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*
Good standard of general education	E	A
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.	E	A/I
Experience of reviewing risks with survivors of domestic abuse and devising safety plans.	D	A/I
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
Experience of working with individuals who have mental health support needs, or support needs around substance or alcohol use.	E	A/I
Experience of planning and providing a wide variety of activities for those with multiple or complex needs.	E	A/I
Able to build a safe and caring environment in which all clients feel safe and respected by being an active and empathic listener.	E	A/I
Evidence of the ability to build and develop supportive, professional relationships with individuals in crisis to enable them to plan and set realistic and achievable goals.	E	A/I
Experience of giving accurate, detailed information to others verbally and in writing and be able to communicate sensitively with other professionals.	E	A/I

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. BAME and LGBT+ clients.	E	A/I
Experience of working in a team to provide a confidential support service.	E	A/I
Be calm and deal with pressured situations enabling you to plan and prioritise work.	E	A/I
Experience and understand what it is to work within a small team, to be a team player and be able to seek support and guidance when necessary.	D	A/I
Experience of delivering and facilitating groups.	D	A/I
Ability to use Microsoft Office and other case management software and keep methodical and accurate case notes and records.	E	A/I
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.