



Job Description

Job Title	Complex Cases Outreach Worker (Reading)
Responsible to	Outreach Team Leader
Direct reports	N/A
Working pattern	37.5 hours per week; flexible working can be considered

As a BWA outreach worker your job will be to provide high quality support, risk assessment, information and advocacy to clients who have experienced domestic abuse and multiple disadvantage who may find it more difficult to access and/or engage with support services. Your role is to work in a multidisciplinary way to support survivors who may have additional support needs in relation to mental health, suicidal ideation, homelessness, disability, substance use or the criminal justice system. The post is based primarily in Reading but may involve working across all BWA areas. 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 as part of the Outreach team, primarily in Reading but across other BWA areas as needed. Work alongside BWA staff, volunteers and colleagues to provide outreach support, group facilitation and professional training.
2. Provide support to clients presenting with more complex cases and potential additional support needs such as high risk domestic abuse, substance use, homelessness, mental health support needs, suicidal ideation or contact with the criminal justice system.
3. 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.
4. Meet or speak on the telephone with victim-survivors of domestic abuse to provide support and information, providing a full initial assessment to clients to identify and address their needs.

5. Provide appropriate crisis support to outreach clients, completing assessments of risk and undertaking high quality safety and support planning, signposting and referring clients to external agencies and other specialist services as required.
6. Attend meetings as and when necessary to support clients with Child Protection processes, housing needs or the criminal and civil justice systems.
7. Support the BWA Helpline and BWA Triage Worker if required, take calls and provide confidential advice, helping to arrange safe accommodation and transport for clients and their children.
8. Publicise the work of BWA, delivering training to professionals on the range of BWA's service and ensuring other organisations know how to refer to BWA.
9. 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
10. Keep up to date on local and national changes and best practice when supporting clients and issues that affect them.
11. 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.
12. 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.
13. Work within and support BWA's policies and procedures, including maintaining confidentiality and professional boundaries across all of your work.
14. 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.
15. 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"> • Established experience in one of the following fields: domestic abuse, substance use, mental health, social work, criminal justice or supporting clients with suicidal ideation. 	E	A/I
<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 build and develop supportive, professional relationships with individuals in crisis to enable them to plan and set realistic and achievable goals 	E	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. Black, Asian and Minoritised Communities and LGBTQ+ 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"> • 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"> • Experience of delivering and facilitating groups 	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
<ul style="list-style-type: none"> • Experience of delivering training to a range of professionals 	D	A/I
<ul style="list-style-type: none"> • Be able to communicate to a diverse audience and to be understood. 	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"> • 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.