

## Job Description

**Job Title:** The Jenkins Centre – **Partner Support Service Worker**

**Responsible to:** The Jenkins Centre – Service Manager

**Hours:** 37 hours – some evening work required

**Fixed Term – Maternity cover for 10 months, with possibility of extension**

**Salary:** £24,646 per annum

### Job Purpose

To provide proactive services, that include outreach and safety-oriented support work, to the partners and ex-partners of those who attend the domestic violence prevention work at the Jenkins Centre. Prioritise the safety of those at risk from domestic violence and participate in the range of multi-agency forums that address the safety of those at risk from domestic violence.

### Duties and Responsibilities

#### Client work

1. To ensure that those whose partners have been referred to the Jenkins Centre's services are contacted and offered support and information about their rights and other sources of support and advice
2. To provide telephone support, advice and referrals to other agencies, to the (ex-) partners of the individuals on violence prevention intervention
3. To complete risk assessments, conduct one-to-one support, advice and safety counselling sessions
4. Refer Very High Risk clients on to MARACs and attend MARACs where required.
5. To provide advocacy on behalf of clients with external agencies where appropriate
6. To liaise with other agencies as appropriate, attending core group and case conferences as required
7. To prepare reports for other agencies in line with the Jenkins Centre's confidentiality policy
8. To take part in casework and risk management meetings with Jenkins Centre staff about the progress of those attending the centres services and issues from work with those at risk in order to ensure that safety remains at the forefront of the centre's work
9. To implement actions agreed in casework and risk management discussions
10. To assist in presentations or workshops about the work of Jenkins Centre
11. To assist in representing the Jenkins Centre as required at meetings, seminars and conferences

12. To attend clinical supervision

### **Administration**

1. To maintain records of all work undertaken and prepare reports as required
2. To maintain up to date information on legal, housing and welfare issues relevant to domestic violence
3. To provide assistance in producing statistical and other reports on work done to meet the requirements of funders and to monitor the effectiveness of the service.
4. To actively participate in the local Domestic Violence meetings, practitioner's networks and other related groups/forums
5. To assist in presentations or workshops about the work of the Jenkins Centre and in representing the project as required at meetings, seminars and conferences

### **Service Development**

1. To work with other agencies in the service's main target area to ensure that Jenkins Centre activities dovetail well with the range of response to domestic violence available in the area
2. To represent the organisation at multi-agency events to ensure that the profile of the service remains high
3. To develop new approaches to service delivery to ensure that service remains current and valued
4. To ensure that evaluation procedures are undertaken and results disseminated
5. To undertake the necessary tasks to ensure the profile and reputation of the service is high

### **Other**

1. To attend and contribute to team meetings, team facilitation and forward planning events that are organisation-wide
2. To conduct all work in a way that reflects the aims and principles of the Respect Service Standard, in particular the policies on equal opportunities and confidentiality
3. To attend line management sessions as requested and to provide information on client work, service delivery and organisational issues to the line manager
4. To implement decisions agreed in line management meetings
5. To participate in development policy, strategies and working practices of the Jenkins Centre attending meetings and giving feedback as appropriate to others doing this work
6. To assist with general cover of the Jenkins Centre office
7. To keep up to date with domestic violence issues and participate in relevant training as required
8. To undertake other duties as reasonably requested

This job description is not necessarily an exhaustive list of duties but is intended to reflect a

range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

## Person Specification

Area	Criteria
<b>Education &amp; training</b>	<b>Desirable</b> A relevant professional qualification such as CQSW, Diploma in Counselling. An honours degree or equivalent qualification
<b>Experience &amp; Knowledge</b>	<b>Essential:</b> <ol style="list-style-type: none"><li>1. Experience of working with women on issues of domestic violence</li><li>2. Experience of providing one to one support, counselling and advice to women</li><li>3. Experience of managing own workload and admin</li><li>4. Experience of assessing the safety needs of service users experiencing domestic violence</li><li>5. An understanding of the nature of domestic violence and its effects on women and children</li><li>6. An understanding of why some men use abusive behaviours towards women in relationships</li><li>7. Knowledge of the range of statutory and voluntary agencies responding to the needs of those at risk from domestic violence</li><li>8. An understanding of the impact of domestic violence on children and parenting</li><li>9. An understanding of the additional possible needs of those experiencing domestic violence from BME communities, LGBTQ+ communities and Male victims.</li><li>10. An understanding of the Child Protection System including Early Help and the remit of Think Family.</li><li>11. Experience and knowledge of monitoring, recording and reporting on activity in relation to demonstrating the impact of the service for clients.</li><li>12. Experience and knowledge of working with clients with complex needs and vulnerabilities such as substance misuse, mental health, disability etc .</li></ol> <b>Desirable:</b> <ol style="list-style-type: none"><li>13. Experience of liaising with social workers and other professionals from a range of statutory and voluntary organisations</li><li>14. Experience in a related area, e.g. substance misuse, child protection, family support, probation victim work.</li></ol>

15. An understanding of the criminal justice system in relation to domestic violence and the other legal options available to those experiencing domestic abuse
16. Up to date knowledge of the legal and housing rights of women who are experiencing domestic violence
17. An understanding of how to adopt a 'whole family' approach in daily practice.
18. Experience of project development and management
19. An understanding of the issues relevant to working with women who use violence .

**Personal  
Attributes**

**Essential:**

1. The ability to communicate clearly with a range of people both over the telephone and in person, sometimes over sensitive and/or complex issues, both verbally and in writing.
2. The ability to create effective working relationships within consortia or partnership structures.
3. The ability to develop service provision to achieve excellence.
4. Motivated and enthusiastic
5. Ability to operate with a high degree of confidentiality
6. Ability to work to tight deadlines and to take responsibility for meeting agreed targets
7. Ability to work on own initiative, be proactive and take responsibility for actions
8. Ability to work independently and as part of a team towards a common objective
9. Ability to challenge colleagues and other professionals in an appropriate manner in order that the 'victims voice' is heard and acted upon.
10. Commitment to continuing professional development
11. Willingness to work flexibly, as and when required
12. The ability to manage your own administration and to be able to use a computer, particularly word processing/Excel packages, and to maintain effective administrative systems
13. Skills in assessing the risk to, and vulnerability of, those experiencing domestic violence
14. Skills in developing a service, networking and influencing

**Desirable:**

Skills in group work, or the ability to develop these skills

Skills in delivering training to professionals or the ability to develop these skills.

**Attitude**

**Essential:**

1. Demonstrate an understanding of Anti-Discriminatory Practice in service delivery and a commitment to implementing Anti-Discriminatory Practice in relation to job responsibilities
2. Demonstrate an understanding of and a commitment to work in accordance with the Confidentiality and Equal Opportunities Policies of the Jenkins Centre
3. Demonstrate an understanding of and commitment to work in accordance with the objectives and principles of the Respect Service Standard
4. Demonstrate a willingness to work within an organisation which works with both male and female perpetrators and with women /men who have experienced domestic violence.
5. Demonstrate a willingness and ability to work flexibly including some evenings
6. Demonstrate an ability to balance the needs of those experiencing abuse and the safety and welfare of their children

**IT skills****Essential**

1. Knowledge of and familiarity with Microsoft Office applications, including Word, PowerPoint and Excel.
2. A competent user of Outlook and the Internet
3. Ability to use computerised monitoring systems.