



Job Description: Duty worker

Advance is rapidly expanding with lots of new, exciting projects and career opportunities. We are currently recruiting for numerous positions which can be found on our website. As an organisation that is constantly evolving, there is a lot of internal progression. Advance values their staff and will endeavor to provide exciting continued professional development, affording the post holder the opportunity to develop their skills and knowledge working with vulnerable people in society.

Advance Domestic Abuse Team delivers nationally accredited, quality marked services in Hammersmith & Fulham, Brent, Westminster, Kensington and Chelsea and Ealing. We work within a coordinated partnership response to domestic violence to provide independent domestic violence advocacy and support for women, children and young people and women's community services for women who are involved in the criminal justice system, in anti-social behaviour or are at risk of breaking the law.

Job Title:	Duty worker
Salary:	Starting from £24,000 – 26,000 depending on experience per annum inc London Weighting
Working hours:	35 hours a week
Annual Leave:	30 days and public holidays
Work Location:	Brent
Other Benefits:	Workplace pension and Employee Assistance Programme

This is an exciting opportunity to get involved in crisis intervention, referrals and assessment processes at Advance. The Duty worker will be the first point of contact for women referred to Advance. The Duty worker work within a dynamic fast paced, crisis intervention, advocacy and support service to ensure empowerment and that the voice of survivors informs every stage of their journey towards improving safety. They will work within a well established and supportive team to make proactive contact and provide high quality advocacy and support based upon a client led needs and risk assessment to women who access the domestic abuse service. They will advise women on criminal justice, civil remedies and related matters, support women to attend court where necessary, and coordinate the provision of multi-agency support. Part of the role will be to establish positive, proactive and innovative working relationships with other services working with survivors and partner agencies. The post holder will work across Brent under the guidance of the Team Managers.

Advance is committed to equality and diversity and welcomes applications from all sections of the community. The post will be subject to an enhanced DBS check and is open to women only (*Exempt under the Equality Act 2010 Schedule 9, Part 1).

Registered Charity Number 1086873

Duty worker - Main Duties:

Main Duties and Responsibilities:

1. Ensure effective access for women and girls and encourage their engagement with the service, through proactive contact and assessment for a high volume of referrals.

2. Work within the team to conduct comprehensive assessments of needs and risk for women experiencing domestic violence, carry out short risk management, safety planning and support; and identify and refer to services appropriate to their needs.
3. Initiate and start support plans that include delivery of high-quality face to face or telephone crisis intervention, information, advocacy and support, in respect to criminal and civil remedies, housing, health, welfare rights, children's legislation and other appropriate interventions.
4. Maintain project logs and collate data from the logs for Team Managers
5. Safeguard cases by referring to Social Care and MARAC where appropriate and monitoring and ensuring that duty cases sent to program managers for allocation
6. Advise women of their rights and options for seeking help and support from other agencies, making referrals and co-ordinating the provision of multi-agency support where necessary, and proactively advocate to ensure barriers to accessing support and protection are minimised.
7. Proactively assess the needs and safety of any children that women using the service may have, ensure that any risks/needs identified are addressed directly with the woman, and take appropriate action to safeguard them.
8. Proactively assess the needs and safety of women at risk giving due regard to Adult at Risk policies and procedures.
9. Work with the Senior Service Manager, Team Manager and Data and Insights Analyst to ensure all monitoring and evaluation for the project is accurate and fully maintained, and keep managers informed of any issues and successes.
10. Ensure that agreed case recording and monitoring systems are kept up to date and secure, and write internal and external reports where required, including for safeguarding conferences, team meetings, managers and others.
11. Participate in multi-agency working and focus groups when requested to do so, and follow through on agreed appropriate actions that arise from these.

General duties:

12. At all times protect the safety and security of the Advance, service users, staff, volunteers and buildings, and the confidentiality of records and other information in line with data protection requirements.
13. Be responsible for personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the project.
14. Participate in supervision, training and meetings as required and work as a member of the team to ensure effective delivery of service and individual work plans.
15. Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

16. Work across teams and undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

The Duty Worker will possess:

A = Application Form I = Interview

KNOWLEDGE AND QUALIFICATIONS:

1.	A relevant qualification or training, for example in domestic violence, criminal justice, law, social work, substance misuse or related area.	A
2.	A thorough understanding of violence against women and girls with a particular focus on the dynamics of domestic violence (physical, emotional and sexual violence, so-called 'honour-based violence', forced marriage, stalking and harassment) and its impact on women, children, families and communities.	A/I
3.	An excellent understanding of the criminal justice system and relevant legislation with particular regard to legal and civil options, housing, benefits, matrimonial and children.	A/I
4.	Thorough knowledge of safeguarding practice, procedures and legislation.	A/I

EXPERIENCE:

5.	Experience of supporting women who have experienced domestic violence, forced marriage or 'honour-based violence'.	A/I
6.	Experience of risk and needs assessment, safety and support planning, particularly with clients with complex/multiple needs.	A/I
7.	Experience of crisis management and successfully managing high numbers of calls/ caseloads.	A/I
8.	Experience of partnership working and of maintaining excellent working relationships with a range of stakeholders as well as the ability to network, influence, problem solve and apply solution focused approaches to increase access and safety and facilitate positive outcomes for women and children.	A/I

SKILLS:

9.	Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds.	A/I
10.	Ability to work well within a team and responsibly on your own initiative, and of maintaining professional boundaries with clients and partner agencies.	A/I
11.	Flexible, proactive approach and a good ability to prioritise work.	A/I
12.	Good data collection, monitoring and IT skills, including word processing and using databases and spreadsheets.	A/I

13.	Good report writing skills, including preparing reports for courts, case conference and information for Multi agency Risk Assessment Conferences (MARACS).	A/I
-----	--	-----

GENERAL:

14.	Clear boundaries and a willingness to accept line management and make effective use of supervision.	A/I
15.	A good understanding of the importance of confidentiality and anti-discriminatory practice, safe practice and health and safety procedures.	A/I
16.	A good understanding of cultural issues and equal opportunities.	A/I
17.	A firm commitment to women, children's and young people's rights and to work within Advance's framework and its core values.	A/I
18.	Willingness to carry out the policies and procedures of Advance and to work to agreed guidelines and codes of conduct.	A/I

June 2020