

# Job Description



<b>Title:</b>	Referrals and Assessment Worker
<b>Area:</b>	Community Service
<b>Reporting to:</b>	Community Team Leader <i>All paid members of staff are accountable to the CEO, and ultimately the Trustees of TDAS</i>
<b>Place of work:</b>	Trafford
<b>Hours of Work</b>	30 hours per week Monday to Friday
<b>Salary/scale:</b>	Scale 4-5: £19,503 to £20, 601 (£24,054 to £25,409 FTE)

*This post is subject to DBS disclosure scheme*

## Background

Trafford Domestic Abuse Services (TDAS) is a Quality accredited, registered charity offering support to individuals and families who are affected by domestic abuse since 1990. We support families who live/work in the Trafford area and also provide IDVA and Children and Young People (CYP) support services in Salford. We provide both intervention and prevention services and work in partnership with other voluntary organisations to support families across Greater Manchester.

## TDAS Values

<b>Innovative:</b>	introduce new ideas, are creative and foreword thinking.
<b>Collaborative:</b>	work in partnership with key stakeholders to enable people to achieve a defined & common purpose
<b>Openness:</b>	create an open culture, provide transparent reporting, good fundraising and governance.
<b>Person centred:</b>	provide coordinated, personalized and enabling services to everyone
<b>Empowering:</b>	empower our service users to become stronger, more confident, being aware of their rights and privileges and live a more meaningful and fulfilling life.

## Purpose of the role

To provide a non-judgmental, rapid response support service for survivors of domestic abuse at the initial stages of their support journey. To provide a triage response upon receipt of referral, promptly engaging with the survivor to assess the risk, need and priority, and identifying further support pathways. The worker will support across multiple projects and will need to work in partnership to ensure that the post is effective and efficient in delivery. The worker will make contact with the referrals within 48-hours of allocation and establish their support needs. This will include providing telephone support, establishing a safety plan and referring/signposting to other relevant support services if necessary.

## Main Duties

1. Completing, receiving, and assessing referrals to the accommodation, CYP and Community team
2. Ensure that risk assessment and risk management procedures are followed at all times, prioritising those most at risk;

3. To provide initial safety planning when necessary and advice and guidance to agencies supporting victims
4. To ensure OASIS case files are complete with all relevant information from the referral and are placed on correct waiting lists
5. To make prompt decisions on suitable referrals for bedspaces to avoid under occupancy in refuge.
6. To respond timely to referral queries and additional information
7. To be the point of contact for the victims who want support whilst they are on the waiting list. This will include having telephone contact with them every week to ensure their expectations have been met.
8. To network and liaise with all relevant agencies relating to the referral to gain additional information to progress the referral
9. To liaise with refuge staff to arrange move-ins of new residents.
10. To acknowledge receipt of referrals from professionals and be the point of contact for updates of referral progression
11. Quality assurance of all referrals into the service
12. To support with answering the TDAS support line
13. Liaise and work in conjunction with TDAS senior management team to provide a holistic support service to families across all TDAS services.
14. Access regular feedback from service users to ensure the continued improvement of services and support offered to children and young people by TDAS.
15. To plan and manage own workload working on own initiative, often in times of crisis

## **General**

1. Work with the Chief Executive Officer and other staff members to promote and support the development of TDAS
2. To adhere to TDAS Code of Conduct at all times.
3. To attend staff meetings when required
4. To work in line with, and follow, the policies and procedures of TDAS.
5. To ensure that all TDAS policies and procedures are implemented and promoted by staff.
6. To actively promote diversity in the organisation
7. To act as an ambassador for and represent TDAS at external functions.
8. To represent TDAS on local and regional forums.
9. To build positive relationships and partnerships with key local agencies
10. To embody TDAS's values and act as a role model.
11. To participate actively in the management team, contributing to the strategic development of the organisation.
12. To undertake any other duties as may be deemed consistent with the requirements of the post.

## Person Specification

<b>Essential Experience</b>	<b>How Assessed A = Application I = Interview</b>
Minimum of one year experience of working in a supported domestic abuse setting or equivalent	A & I
Experience of working with a range of services to coordinate the support for service users	I
Working in high risk/crisis community service	A & I
Experience of working with individuals in a crisis situation, demonstrating strong crisis management, skills and ability to cope under pressure	A & I

You are required to have an excellent understanding of:

<b>Essential Understanding</b>	<b>How Assessed A = Application I = Interview</b>
The issues facing adults and children experiencing DA and sexual violence.	A & I
Child protection and safeguarding adults in relation to DA, and the legal responsibilities surrounding these issues	A & I
Equality issues and marginalisation of various groups and communities	A & I
Working knowledge of all relevant Policy and Procedures e.g. risk assessment, support planning and delivery of person centred services, Health & Safety requirements	A & I
Knowledge of Housing Benefits system	A & I
Broad knowledge of the civil and criminal justice system and remedies available in relation to domestic abuse	A & I

You are required to be able to demonstrate that you have:

<b>Essential Skills</b>	<b>How Assessed A = Application I = Interview</b>
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Excellent written, verbal and interpersonal communication skills	A & I
Ability to use IT to produce reports and monitor projects	A
Ability to work cooperatively and to develop effective teams	A & I
Ability to work under own initiative, identify objectives, prioritise work, handle pressure and take decisions which may be of major significance	I
Good numeracy skills and the ability to use excel and spreadsheets	A

You are required to be able to demonstrate you:

<b>Essential Personal Qualities &amp; Competencies</b>	<b>How Assessed A = Application I = Interview</b>
Have values consistent with those of TDAS	A & I
Will act with integrity and respect when interacting with service users, employees, agencies and individuals	I
Are committed to upholding TDAS's policies and procedures	A
A commitment to diversity and working in an anti- discriminatory way	I
Ability to maintain professional boundaries at all times	A

### Additional Requirements

The post holder will be required to liaise with TDAS Chief Executive Officer, Director of Operations, other TDAS Staff, TDAS Board of Trustees, Statutory, Voluntary and Community Organisations and other professionals.
There will be a requirement for attendance at some Board Meetings, Professional Meetings and training sessions as and when directed by the Chief Executive Officer, Director of Operations and the Board of Trustees.