



Role:	Domestic Abuse Support Specialist – Case worker
Location:	Nottingham
Hours:	16-37 hours per week. To Include: 2 evenings and some weekend work- exact hours to be agreed with the appointed candidate.
Salary:	£24,431.00 pro rota FTE plus on call pay of £21 per session
Contract:	Permanent (subject to funding).

General Description

Nottingham Central Women's Aid is working to put an end to violence against women and girls by providing safe accommodation, intervention programmes and support to recover following the trauma of being subjected to abuse. We specialise in working with women and families who face multiple disadvantage and complexity of needs.

We are seeking key workers to join our friendly team who will provide safety, support, care, guidance and understanding to the people that we support. The post holder will provide support and advocacy to women and children who have escaped domestic abuse and be part of a team providing a great supported living environment within our communal and dispersed accommodation.

You will thrive on achieving positive outcomes for all beneficiaries who make contact face to face or seeking support on the phones or by email and will be flexible to meet the needs of a wide variety of women in a fast paced environment and capable of working with minimum supervision.

You must be prepared to manage a wide range of duties and able to work within a confidential and safeguarding environment. You should have the willingness to take part in a rota to cover the on call duty which will be additional to the basic salary.

Availability to attend the Refuge located in Nottingham in an emergency situation is essential and this post will be subject to a full DBS check

It is an Occupational Requirement that applications are open to women only, as permitted under Schedule 9, Part 1, Paragraph 1, of the Equality Act 2010.



The role

You will promote the safety of women and children and actively challenge discrimination and violence against women and girls. You will be responsible for holding a small caseload and ensure support plans and risk assessments are being adhered to, carry out support sessions, ensure comprehensive records are being kept and attend general professionals meetings, amongst other duties.

If you are someone who enjoys a challenge and takes pride in completing tasks properly, this is the role for you! Optional additional hours are available as is training and progression into other areas of the charity.

The ideal candidate will:

Have relevant experience of supporting women and /or children or experience in a housing, social care or welfare type role.

Be able to build positive relationships with people from a wide range of different backgrounds, including a wide range of cultures, ages and abilities.

Have good communication skills written and verbal

Have a good understanding and awareness of safeguarding issues

Be able to stay calm in challenging situations

Be committed to achieving positive outcomes for women, young people and children

Feel comfortable both lone-working and with other team members

We are an equal opportunities employer and we encourage applications from all suitably qualified or experienced persons of any age, race, colour, nationality, ethnic origin, disability, marital status, sexual orientation or religion. We will particularly welcome applications from people with lived experience of domestic abuse and those who speak another language as well as English.

Duties include:

- To plan individual support sessions and engage women to access support and services to meet their individual needs.
- To liaise with other professionals and agencies including the Police and Social care and advocate on behalf of women and their children to gain the best outcomes for families
- To ensure that women's rights are known to them and prioritised by other agencies



- To ensure women, young people and children are properly welcomed to emergency accommodation and induction process followed. Ensuring rooms are fully prepared with individuals having their immediate practical and emotional needs met.
- To provide appropriate ongoing practical and emotional support to residents.
- To provide appropriate welfare rights information and support and to advocate on clients behalf and accompany them to appointments when required.
- To respond to the suggestions, complaints and grievances of residents appropriately
- To deal with all aspects of breaches of the licence agreement and/or house rules appropriately and in line with policies and procedures.
- To work with residents to empower them to regain independence and determine their own futures.
- To maintain a safe environment and ensure good housekeeping within accommodation through risk assessments and health and safety checks.
- To work as an effective team member ensuring good communication with residents, volunteers, partners and management.
- To be fully aware of and implement the organisation's Equal Opportunities and Safeguarding Policies and procedures and to attend appropriate training as required.
- To carry the on call phone on a rota basis as agreed within the team for approximately one out of every 4-6 weeks.
- To work flexibly to attend meetings, occasionally during the day and out of hours and deliver and prepare verbal and written reports for other agencies and on behalf of the trustees and management.

What do we offer?

Support from Team Leaders, Team Managers and On-call (24/7 support)

Fully funded Training opportunities and development

Additional shifts or overtime regularly available (if you wish to work additional hours)

Generous mileage contribution

Non-contributory Company Pension Scheme

Full induction training

5.6 weeks annual leave plus all annual bank holidays, sick leave, carers leave and compassionate leave.

Regular clinical and management supervision.



Nottingham Central Women's Aid (NCWA)

Domestic Abuse Support Specialist -Case Worker

Person Specification A – Application I - Interview

Attributes	Essential	A	I
Knowledge	Awareness of safeguarding and issues for children and vulnerable adults	•	•
	A sound working knowledge of the practical, emotional, social and economic issues facing women and children affected by domestic abuse.	•	•
	Awareness of policy and practice relating to Equality and diversity	•	•
	Some knowledge or willingness to learn about homelessness and welfare issues in relation to women and children escaping domestic abuse	•	•
	Clear understanding of the effects of domestic and sexual violence and abuse on different groups of women and children	•	•
Experience	Experience of managing risk, support planning and following case management procedures to meet the needs of a diverse and vulnerable client group.	•	•
	Minimum of 1 years' experience paid/unpaid of working with vulnerable women or children	•	•
	Experience of and capacity to work in multi-agency partnerships	•	
Skills	Ability to plan and facilitate a wide range of support according to individual needs	•	
	Ability to achieve Results	•	
	Ability to effectively use IT systems including word and internet	•	
	Ability to communicate effectively with clear verbal and written skills	•	•
	Ability to work effectively within a team and independently on own initiative	•	•
	Effective organisational skills with the ability to prioritise, meet deadlines and work flexibly and accurately.	•	•
	Ability to be non-judgemental and to challenge inappropriate and discriminatory comments in an appropriate manner	•	•
	Awareness of equality and diversity relating to a multicultural service user group and staff	•	•
	Ability to create a service user focused culture	•	•
	Ability to build trusting relationships with women and children	•	•
	Ability to remain calm under pressure	•	•
Other	A commitment to the principles and values of Women's Aid	•	
	A Strong interest in supporting and empowering vulnerable women and children	•	
	A Commitment to personal development and willingness to attend training	•	
	A Non-judgemental attitude	•	
	Ability and willingness to take part in a 24 hour on call rota	•	
	Ability to work some evenings and weekends	•	
	Willingness to undergo an enhanced DBS check	•	

Appropriate qualifications relating to any of the above will be an advantage