



**Domestic Abuse Specialist
Refuge Accommodation – Evening
27hrs per week**

Job Description

Women's Aid ABCLN is a professional, dynamic and energetic organisation providing gold standard support to women and children experiencing domestic abuse.

- Job Title:** Domestic Abuse Specialist – Refuge Accommodation (Evening)
- Responsible to:** Accommodation Services Manager
- Location:** To be based in Ballymena Accommodation
- Aim of Post:** Domestic Abuse Specialists provide trauma-informed, high-quality, pro-active, front-line support and services to women and children impacted by domestic abuse across the region. The role will deliver needs and risk-led responses and interventions, always ensuring women and children are central to the process.

Key Responsibilities of Refuge Accommodation (Evening) role:

- Support each resident living in Women's Aid ABCLN refuge accommodation as an individual; recognise and respond to women and children's specific needs; and ensure their experience is safe, supported and nurturing.
- Ensure appropriate handover information is prepared for/received from the Refuge Accommodation Day Team. This is to include key safeguarding data for women and children.
- Organise and deliver a residents' programme of activities to encourage and support women and children living in refuge accommodation.
- Respond to and record calls from women in crisis, and liaise with referral and out-of-hours agencies.
- Responsible for practical day-to-day housing management issues including health & safety checks and fire drills as determined under agreed procedures.
- Promote and maintain a high standard of housekeeping. Prepare accommodation for incoming families, ensuring rooms are clean and of a high standard.

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| <ul style="list-style-type: none">• Participate in management briefings, supervision and team meetings. |
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Key Responsibilities of Domestic Abuse Specialist:

- Identify and assess the needs and risks of each client referred to the service using an evidence-based risk identification checklist.
- Carry a caseload, working with women and children to reduce risk, increase safety and create safer relationships.
- Support the empowerment of women (within the self-help ethos of Women's Aid ABCLN), enabling them to recognise the domestic abuse within their situation and regain control of their lives.
- To deliver trauma informed and therapeutic interventions with women and children/young people experiencing domestic abuse.
- Establish and maintain links with key agency partners and participate in multi-agency forums/partnership meetings.
- Advocate on behalf of women with statutory and voluntary agencies including housing, job & benefits, social services, healthcare, education, police and legal support.
- Consult with service users and incorporate their views and experiences within service development.
- Ensure all work is carried out to Women's Aid ABCLN standards and delivered to maximise agreed outcomes.
- Undertake any other duties as required.

Performance

- Promote a positive image of Women's Aid ABCLN, representing the organisation to increase professional and public awareness of the organisation's work and of the needs and views of service users.
- Work as part of a professional team offering peer support, sharing specialist knowledge and skills, and developing good practice.
- Be proactive in carrying out case reviews/case management based on a review of risk and action plans to further progress and close cases.
- Utilise excellent IT skills to maintain accurate and confidential case management records and contribute to the monitoring for the service.
- Produce monthly reports including statistics to enable effective monitoring of the service in line with funding requirements.

Identify and promote knowledge and learning

- Undertake on-going training to maintain up to date knowledge of current practice and developments in domestic abuse and enable continuing professional development.
- Maintain personal professional development to renew and enhance skills.
- Maintain an understanding of issues in relation to domestic abuse regionally, nationally and internationally.

Safeguarding Children and Adults

- Adhere to Adult Safeguarding and Children's Safeguarding policies and procedures, assess risk and manage appropriate responses to concerns.

Equality, Diversity and Inclusion

- Ensure all duties are carried out in a manner which adheres to Women's Aid ABCLN Equality & Diversity policies and procedures.
- Respect and value diversity within the local community, recognising the needs and concerns of a diverse range of clients and ensuring services are accessible and equitable to all.

Health and Safety

- Promote a culture of health and safety, observe all Health & Safety policies and procedures, and complete Health & Safety training as required.

Data Protection

- Adhere to confidentiality and ensure all client information is maintained in accordance with the Data Protection Act and Women's Aid ABCLN's Data Protection policy.

Other Duties

- To undertake any additional duties relevant to the post, as may be specified by your line manager and/or Women's Aid ABCLN Senior Management Team

Flexible Working

- Flexibility to meet the requirements of the service delivery may be required from time to time. This may include a requirement to work outside normal working hours.

Travel

- Local travel will be required (with payment for mileage expenses).

Hours of Work: 27 hrs per week – 6pm-2am on rota

Time-in-lieu can be taken for any additional hours worked.

Salary Scale: NICVA/NJC Scale 5: £26,421 - £28,770 pro-rata

Women’s Aid ABCLN offer a competitive **Benefits Package** including:

- Incremental Salary Scale
- 25 Days Annual Leave increasing to 27 Days after five years’ service and 30 Days after 10 years’ service, plus 11 Statutory Holidays
- Generous Pension with Employer Contribution of 8% plus Life Insurance
- Enhanced Occupational Sick Pay
- Carers Leave
- Comprehensive Induction & Training
- Regular Supervision
- Flexible Working options
- Hybrid Working options

		Mon	Tue	Wed	Thu	Fri	Sat	Sun		
Weeks 1 & 3	DAS 1	1800 - 0200	1800 - 0200	off	off	off	1800 - 0200	1800 - 0200	30 hours	51.5/2 =25.75
	DAS 2	off	off	1800 - 0200	1800 - 0200	1800 - 0200	off	off	21.5 hrs	
Weeks 2 & 4	DAS 1	off	off	1800 - 0200	1800 - 0200	1800 - 0200	off	off	30 hours	51.5 hrs every 2 weeks=25.75 weekly
	DAS 2	1800 - 0200	1800 - 0200	off	off	off	1800 - 0200	1800 - 0200	21.5hrs	

Personal Specification

Job Title: Domestic Abuse Specialist

FACTOR	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>Qualifications and Experience</p>	<ol style="list-style-type: none"> 1. One year's experience of providing direct one to one support (practical and emotional) with persons in crisis plus an academic qualification at level three or above (e.g. HNC, NVQ) in a relevant field. <p>OR</p> <ol style="list-style-type: none"> Three years' experience of providing direct one to one support (practical and emotional) with persons in crisis. <ol style="list-style-type: none"> 2. Experience in the identification and assessment of risk and associated safeguarding practices. 3. Experience in the development and implementation of person-centred support plans and management of a key worker caseload. 4. Ability to effectively plan and organise own workload and coordinate other resources to meet deadlines. 5. Excellent team working skills. 	<ol style="list-style-type: none"> 1. Experience of working therapeutically in a multi-agency context to respond to the needs of women and their children. 2. Experience of working with homelessness. 3. Experience of working in a hostel/Accommodation services environment.
<p>Knowledge / Understanding</p>	<ol style="list-style-type: none"> 1. Knowledge and understanding of domestic abuse and its impact on women and children. 2. Ability to understand and adhere to Health & Safety at work requirements. 	<ol style="list-style-type: none"> 1. Knowledge about the psychological effects of trauma and abuse. 2. Knowledge of the rights and options available to women and children living with/fleeing domestic abuse including relevant safety measures, protections and legislation.

<p>Skills and Aptitudes</p>	<ol style="list-style-type: none"> 1. A high degree of personal motivation and willingness to take on challenges, learn new skills and undertake continuing professional development training. 2. A commitment to secure positive outcomes for women and children who may be experiencing crisis situations and/or living with complex needs. 3. Strong communication skills - verbal and written, ability to facilitate group discussions and deliver presentations. 4. Ability to liaise confidently and effectively with a broad range of statutory and non-statutory agencies. 5. Ability to work empathically and appropriately with survivors of domestic abuse and other specialist service providers. 6. Competent in the use of IT systems (including Microsoft products). 	
<p>Other requirements</p>	<ol style="list-style-type: none"> 1. Commitment to the vision, mission and ethos of Women's Aid ABCLN. 2. Commitment to anti-discriminatory practice and equal opportunities 3. Willingness to occasionally work unsocial hours when required. 4. Car driver with access to a car (or transport that allows the candidate to fulfil duties of the post). 	