

ADULT OUTREACH WORKER AND LEAD for LGBTQ+ SERVICE

Job Description & Person Specification

JOB DESCRIPTION

Adult outreach

- To provide a confidential, impartial and independent domestic abuse outreach service for adults which is open to all members of the community living in Surrey.
- The delivery of face to face or telephone support to survivors using support plans and goals where appropriate.
- Providing skilled and practical advice that offers emotional support to enable our survivors to reach clear and informed decisions about their future
- Record client details and outcomes of contact appointments in accordance with the General Data Protection Regulations and service monitoring requirements.
- Provide practical advice and support to survivors about their options, including advice on entitlement to legal services, housing and other benefits, injunctions and other civil and criminal proceedings so they can make informed decisions about their future. To offer safety planning to survivors.
- Provide housing related support to enable service users to either remain safely and independently in their home or to support them finding appropriate and alternative accommodation. To refer to the Sanctuary scheme as appropriate.
- Support survivors who are moving out of refuge accommodation or safe houses and help them resettle in the area and make these homes safer through advice.
- Provide support to those wishing to prosecute the perpetrator.
- Enabling and encouraging survivors to take advantage of all services relevant to supporting their needs by assisting them to access further support and professionals in the desired area of need.
- Understanding risk and safeguarding issues and acting in accordance with the organisation's policies and procedures.
- Signposting callers to appropriate agencies and acting as an advocate to enable access to other services.
- Reducing a client's isolation and encouraging them back into community living.
- Providing advice and information to other agencies/organisations and individuals working with survivors as well as being willing to offer training.
- Encouraging multi-agency and joint working with the local community to increase the service profile and build networks and relationships with other agencies, both voluntary and statutory in the area and refer to them as appropriate.

Lead for LGBTQ+ Service

- Raise awareness\advocate for the LGBTQ+ service including building and maintaining links with Surrey based services, LGBTQ+ projects and other relevant individuals and organisations.
- Spend some time travelling across Surrey in order to network and advocate for the LGBTQ+ service.
- Train partner services, professionals and other external organisations on LGBTQ+ specific domestic abuse matters and other related information.
- Maintain and build upon the LGBTQ+ service social media channel.
- Acting as a point of reference for our LGBTQ+ Service for our Adult Outreach workers.

HEALTH AND SAFETY

- Be mindful at all times of personal safety of the client and yourself as safeguarding is paramount.
- Ensure risk assessments are carried out prior to visiting survivors, complying with policies of the organisation and any additional policies of the outreach service. Location of the visit will also be risked assessed and in accordance with the level of risk identified, an appropriate location will be agreed between the outreach worker and client.

DEALING WITH REFERRALS

- Receive direct self-referrals to the service and referrals from a range of agencies and service providers.
- Receive telephone calls direct from survivors, or from agencies and follow these through the same day when in office hours or the next working week morning.
- Receive telephone calls direct from survivors, or from agencies on your working days and follow these through by the same day when in office hours or the next working week morning.

GENERAL

- Undertake such general office duties as your position requires.
- Maintain such statistical information as may be required by the organisation.
- Participate in updating information and resources, and in particular keep abreast of legislation and policy which have a bearing on your survivors' needs.
- Submit reports to the Service Manager when requested.
- Assist in producing an Annual Report and Annual Review.
- Attend meetings which are considered to be in the interests of the organisation and your position. Such undertakings to be decided in consultation with your line manager.
- Encourage service user participation in all aspects of the service by obtaining feedback on the usefulness and effectiveness of the service and to shape the service according to their needs.
- To carry out any other duties which are relevant to the post, as agreed with your line manager.

ATTITUDES & APTITUDES

- An understanding of commitment and active approach to Equality, Diversity and Inclusion.
- A commitment to good professional practice and the provision of a high-quality service.
- A willingness to be flexible in response to the needs of survivors and the organisation.
- The ability to empathise and to be non-judgmental, thereby allowing survivors to work through their problems at their pace and to make their own decisions.
- To undertake relevant training.

Person Specification

ESSENTIAL

- An understanding of the needs of the LGBTQ+ population and the impact of discrimination.
- An awareness of the importance of confidentiality.
- The ability to listen, to communicate effectively and to be non-judgmental.

- To understand the importance of identifying and responding to the risks associated with those experiencing domestic abuse and their children
- An ability to offer support to survivors in order to empower them to reach informed decisions.
- To be willing to deliver training to other agencies and organisations.
- To demonstrate a commitment to equal opportunities and the philosophy of making services available to all sections of the community, including hard to reach or marginalised groups, particularly the LGBTQ+ population.
- A current driving licence and use of a vehicle.
- The ability to work on own initiative but equally committed to working effectively as part of a small team.
- Be able to work professionally and diplomatically with a range of different statutory agencies, voluntary organisations, groups and individuals.
- To be able to draft concise reports, collate information and produce evidence-based recommendations.
- Good IT skills.
- To be able to manage the stress that emanates from dealing with people whose circumstances may be harrowing and identifying support to help you where necessary.
- To be willing to attend training courses and able to work flexible hours on occasions.
- An understanding of safeguarding adults and children responsibilities.

DESIRABLE

- Experience of working with survivors of domestic abuse.
- Knowledge of welfare rights, housing law or family law.
- Knowledge of domestic abuse practices, policies or research.