

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Domestic Abuse Worker
Grade	PS7	Reports to (role title)	Advanced Social Worker
		Directorate	Children, Families, Learning and Communities
JE Band	228-268	Service	Children's Service Family Safeguarding
		Team	Quadrant Family Safeguarding Teams
		Date Role Profile was created	18/01/2019

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Provide high quality interventions to the highest risk families as part of the Family Safeguarding team, under the supervision of the advanced social worker/ team manager, including working with victims of domestic violence and those in crisis to support them to be able to live safely and free from violence.</p> <p>Establish the risks to, and needs of, individuals and families at risk of, or experiencing, domestic abuse and work with other team members to develop plans to address and manage these risks.</p> <p>Provide practical and emotional support to victims of domestic abuse and their children, including the delivery of group work programmes, working within appropriate professional guidelines and legislation.</p> <p>Provide high quality support and safety planning, including safe room planning, to those experiencing, or at risk of domestic violence. This includes working with victims to safely maintain their current accommodation, access alternative housing, welfare benefits, legal advice and support services where appropriate.</p> <p>Contribute as part of a plan for a family, manage and evaluate risk of offending, harm to self and others and the need for intervention to reduce abuse, coercive control and violence and keep children safe.</p> <p>Obtain information about perpetrators of domestic abuse in high risk families through interviews and enquiries through the use of motivational interviewing, and maintain appropriate records in accordance with procedural and legislative requirements.</p> <p>Work closely with allocated social worker and specialist officers, and contribute to the planning, running and reviewing of the team's work programmes, case discussion meetings and group supervision, exchanging information to support the work of the team and other agencies.</p>
Work Context	<p>The Family Safeguarding Teams aim to keep the highest risk children and families in Surrey together safely, improve health and educational outcomes for the children and reduce physical and emotional harm in families.</p> <p>The Domestic Abuse Practitioner works in a culture in which children and families are worked with respectfully, with a recognition of their diverse experiences and backgrounds and in a spirit of partnership that encourages families to develop their own solutions and to receive the help and support they need to address their complex issues.</p> <p>They liaise with partner organisations, building networks with police, the probation service, mental health services, CRC, MARACs and MAPPA, IDVAs, and the housing and voluntary sector to further multi-agency working in the support of children and families.</p>

Line management responsibility if applicable	n/a
Budget responsibility if applicable	n/a
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> <li>• Contribute to risk awareness in carrying out duties and raise issues where appropriate.</li> <li>• Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users.</li> </ul> <p>Case Management</p> <ul style="list-style-type: none"> <li>• Monitor, manage and deliver care plans in specified service area.</li> <li>• Undertake case related reports and maintain records in accordance with procedural and legislative requirements.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff.</li> <li>• Assist in development and project work, and working with other staff to provide information and feedback.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Make recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Understanding of relevant legislation, processes and procedures and issues relating to the service user group.</li> <li>• Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance.</li> <li>• Able to plan, manage and prioritise a caseload and seek guidance where necessary.</li> <li>• Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders.</li> <li>• Problem solving skills or ability to undertake process or practice improvement with minimal supervision.</li> <li>• Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff.</li> <li>• Experience of working with the user group and of staff supervision where appropriate.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>At least 5 GCSEs or equivalent.</p> <p>Experience of working with children and families preferably within a domestic abuse context.</p> <p>Understanding of relevant legislation affecting working with children, including the Children Act (1989) and the Children and Families Act 2014.</p> <p>Willingness to actively participate in the group supervision process and appraisals and undertake any training as directed by the supervisor to develop professional competence. A commitment to working with children and families who are victims of domestic abuse to help protect them from harm, help parents understand the impact of abuse on children and strengthen their parenting skills</p> <p>Knowledge and experience of using Motivational Interviewing to strengthen families or ability to learn.</p> <p>Able to undertake rostered office duty to deal with urgent cases or queries.</p> <p>Willingness and ability to work/travel across and beyond the county boundary.</p>
<b>Role Summary</b>	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>



