

Hertfordshire County Council

Job Outline



JOB TITLE: Domestic Abuse Worker (Victim)
GRADE: H7
REPORTS TO: Team Manager
TEAM: Family Safeguarding Team
DEPARTMENT: Children's Services

Purpose of the Job

To provide high quality interventions to the highest risk families as part of the Family Safeguarding Team. This includes working with victims of domestic abuse and those in crisis to support them to be able to live safely and free from abuse.

Main Areas of Responsibility

Work with other professionals within the Family Safeguarding Team, to develop and deliver services to victims of domestic abuse in a timely manner, including a response to urgent cases as required.

Contribute to the plan for the family through team discussions and supervision, manage and evaluate risk of offending, failure to protect, harm to self and others and the need for intervention to reduce abuse, coercive control and violence.

Support and inform victims of domestic abuse in high risk families through interventions and enquiries through the use of motivational interviewing. This will involve undertaking home visits as part of the risk assessment and management working within appropriate professional guidelines and legislation.

Process information relating to individuals' abusive behaviour; keep records and update Capacity for Change Workbook and other colleagues in the team where appropriate. With due regard for service user consent, confidentiality, data protection and information sharing protocols.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Qualifications and Knowledge

- Knowledge and relevant experience of having worked with victims of domestic abuse in a previous role.

Relevant Demonstrable Experience of:

- Working effectively with victims of domestic abuse with demonstrable outcomes.
- Representing organisations in formal settings with a range of stakeholders to advocate for victims of domestic abuse with confidence, authority and credibility to achieve positive outcomes for them.
- Building positive and respectful working relationships with a range of stakeholders and service users.
- Having undertaken good quality and appropriate risk assessments of victims of domestic abuse which respond to their specific needs and protect them and their families from harm.
- Working with service users either individually or in groups who may present with difficult and challenging problems.

Knowledge and applied understanding of:

- Knowledge of the risk assessment and management dynamics and impact of domestic abuse and how best to support victims.
- Personality disorders and how they may affect risk.
- Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic abuse.

Proven Skills and Abilities:

- Extensive experience of sensitively assessing and responding to the needs and risks of victims of domestic abuse.
- Evidence of the ability to provide, non-judgemental, non-directive and confidential support to victims allowing them to take control of their lives and set realistic objectives and goals.
- Evidence of having produced high quality written reports and plans and verbal communication skills.
- To manage self and take responsibility for own development, with evidence of continuous professional development and its impact a working environment.
- Demonstrable ability to analyse and solve problems creatively with positive outcomes.
- Effective IT skills and evidence of having used them to enhance the validity/ reliability and confidentiality of data.
- To gather, analyse and interpret information effectively which leads to appropriate decision making and outcomes.
- To coach and motivate others to achieve change and improvement

Behaviours

- Resilience and the proven ability to work under pressure in order to deliver to tight deadlines and challenging performance targets.
- Works within a defined Values and Behaviours Framework.
- Commitment to equality and diversity and demonstrable understanding of how it impacts on the role and outcomes for under-represented groups.

Safeguarding

- Demonstrates appropriate motivation for wanting to work with highest risk families, which is centred on meeting their needs.

- Shows a realistic appreciation of the challenges of working with this client group.
- Manages strong emotions and responds constructively to the source of problems.
- In highly stressful situations, keeps own feelings in check, takes constructive action and calms others down.
- Has a range of mechanisms for dealing with stress and can recognise when to use them.
- Demonstrates a clear understanding of appropriate professional boundaries.
- Demonstrates a commitment to safeguarding and can demonstrate an ability to contribute towards a safer working culture.

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)