Role Profile

About SafeNet

For more than 45 years SafeNet has been delivering domestic abuse support services in the North-West. We work to protect victims and survivors, provide safe accommodation and support and further, to prevent violence and abuse. We are at the forefront of promoting safe healthy relationships and the conditions for productive and positive futures. SafeNet deliver innovative and life-changing services to support over 500 victims and survivors each year. We deliver specialist services across Lancashire and Greater Manchester with refuge and community-based services in Burnley, Lancaster, Rochdale, Bury, Preston and Pendle. Safenet have won nationally recognised awards including the Inclusive Top 50 UK Employer 2019/2020.

Some of the support services Safenet deliver include refuge provision for women and children, male safe house accommodation, specialist refuges for those with additional complex needs such as addiction, mental or physical health, recovery and offending behaviours. We provide specialist ongoing advice, support and advocacy as well as several community-based projects.

About the Senior Leadership Team (SLT)

SafeNet SLT are a dynamic, pro-active team working in a fast past environment. The SLT manage multiple operational and developmental priorities safely and to high safeguarding standards. The SLT deliver strategic objectives and priorities to meet SafeNet's vision and are accountable for service safety; performance; quality; compliance & growth. SLT members lead teams positively and develop their teams to deliver a diverse range of domestic abuse support in psychologically informed environments.

About the refuge team

Working inside a busy refuge you will be part of a frontline team working in a fast-paced environment. The team are passionate about creating safe welcoming environments that supports all residents, children and colleagues. A team who continually adapt to the variations of work environments, who are service focussed, resilient, exercise good judgement to make the right decision and take into consideration everyone's individual needs to create a genuine team spirit.

We firmly believe that our difference lies with the people who work here.

Role: Domestic Abuse Support Worker

Responsible to: Service Manager

Responsible for: n/a

Business Area/Location: SafeNet Domestic Abuse & Support Services

Why this role exists

The Support Worker role includes providing proactive practical and emotional support to victims and survivors of domestic abuse. You will provide high quality practical and emotional support and safety planning to those in crisis. You will be first point of contact for the service, developing trusting relationships and helping clients to gain the confidence to define and achieve their own goals. This role supports refuge and safehouse residents in a communal setting, offering direct support in both individual and group work settings. You will encourage residents to engage in support and wellbeing activities that can help to reduce isolation and encourage residents to feel part of the refuge community and the wider community.

How this role will deliver success

To deliver success, you will work as a member of our dedicated team providing regular support to women and children within a refuge environment. To do this you will engage in a supportive and empathic manner working sensitively with residents; helping them to achieve independent lives free from harm and abuse. As well as delivering regular one-to-one support or group work activities, the role will identify any additional support needs required by residents i.e. communication, language and faith needs for women from minority ethnic backgrounds, additional health needs or for women with disabilities.

A key part of this role is to assess incoming referrals, admitting new residents, to develop individual support and risk management plans, resettlement aftercare plans and to be a practitioner in raising awareness of domestic abuse, specifically the impacts on women and children. In order to support residents, the support worker role will liaise with statutory, public, private and voluntary agencies e.g. doctors, health visitors, social care services, MARAC, police, courts and the local authority, to progress support towards residents goals.

You will be joining a team of committed and inspiring individuals whose dedication is to ensure residents feel valued, supported with a fair, inclusive and open approach. You will be expected to be self-disciplined working on your own initiative with the ability to manage your own case load.

Activities you will carry out within this role

Building trusting relationships with victims/survivors of domestic abuse; providing specialist support via key working sessions; completing person-centred support plans and risk assessments. Managing a caseload and meeting with residents regularly. Providing support to individuals and families, who may have diverse and complex needs.

Collaborate with residents in a trauma-informed way identifying the needs of our residents, providing appropriate advice and support to ensure residents maintain their own safety and move towards safe independent living.

Working collaboratively with local agencies creating strong links within the community. Often supporting residents to make police statements, meet with statutory partners, liaise with health services or seek legal advice, as an example.

Striving towards making our service provision as friendly and welcoming environment. Building rapport with our colleagues and dedicating our efforts towards providing residents with the best possible outcomes. Regularly engaging with groups such as rural populations, LGBTQ+ communities, older people, BAME, cultural communities and many other isolated groups

Provide cover for Live Chat service when necessary

What you need to be successful in this role

- A clear understanding of domestic abuse and violence and its impacts.
- Proven experience of providing direct emotional, practical and welfare support to women, men and children.
- Experience of key working, creating support plans, delivering support, conducting risk assessments and safety planning in a person-centred and trauma informed approach.
- Ability to build effective relationships, liaising with agencies and being an advocate.
- Clear knowledge and understanding of ethnic minority domestic abuse issues.
- Up to date knowledge of resettlement, housing, tenancies, criminal, civil and welfare rights legislation.
- Knowledge of associated needs, i.e. mental health, poverty, dependency etc.
- Ability to think clearly and act appropriately in a dynamic and pressured environment.

- Experience of facilitating community-based group work/activities and drop-in sessions.
- To have excellent time management and organisational skills working on own initiative and within a multi-disciplinary team environment.
- Ability to use computer packages i.e. word documents, emails, spreadsheets and in-house case management systems.

To be successful in all Calico Group roles, candidates will need to demonstrate that their values and behaviours align with ours. This will be assessed throughout the recruitment process and probation period.

