

**Job Description**  
**Outreach Advocates – Multiple Support**

<b>Job Title:</b>	Outreach Advocates – Multiple Support
<b>Responsible to:</b>	Team Manager
<b>Contract:</b>	Fixed-Term Contract until 30 <sup>th</sup> November 2019
<b>Salary:</b>	£ 24,000 – 28,000 per annum Inc. London Weighting
<b>Pension:</b>	Workplace pension
<b>Working hours:</b>	35 hours per week according to contract terms.
<b>Work location:</b>	Based in the Advance office in Hammersmith & Fulham and co-located in the tri borough area as required

*This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

**Outreach Worker – Multiple Support**

Advance delivers nationally accredited, quality marked services in Hammersmith & Fulham, Westminster, Kensington and Chelsea. We work within a coordinated partnership response to domestic violence to provide independent domestic violence advocacy and support for women, children and young people and women's community services for women who are involved in the criminal justice system, in anti-social behaviour or are at risk of breaking the law.

Outreach Worker – Multiple Support role is aimed at providing holistic support to multi disadvantaged women tailoring support to meet their needs, reducing risk and facilitating engagement with other services. This innovative project aims to engage women who are experiencing multiple disadvantage and domestic abuse by community outreach and support. To this end, Advance are working in partnership with housing agencies, mental health and substance abuse support agencies to deliver innovative cross sector work that will meet the needs of this hard to reach cohort of women.

Outreach Worker – Multiple Support will work within a dynamic, fast paced, crisis intervention, advocacy and support service to ensure the voice of survivors informs every stage of the process specialising in working with clients for whom mental health is a factor. They will work within the team to make proactive contact and provide high quality advocacy and support based upon a client led needs and risk assessment to women from age 13, focusing on working with those aged 18 and over who access the domestic abuse service. They will advise women on criminal justice and civil remedies and related matters, support women to attend court where necessary, and coordinate the provision of multi-agency support. Part of the role will be to establish positive, proactive and innovative working relationships with services providing mental health or substance misuse intervention and partner agencies within Angelou Partnership this will include the creation and delivery of training in partnership with other agencies.

The post holder will be located at the Advance Hammersmith office but will meet service users in the community and attend multiple meetings with them in varying locations. The post holder will also spend considerable time raising awareness of their service and domestic abuse as well as helping other services identify and respond to those experiencing domestic violence. The post holder will have an excellent understanding of domestic violence and its effects on women and children. The post holder will also have a good understanding of complex needs in particular mental health, substance misuse, looking after children's needs, housing, benefits, the criminal justice system and homelessness. As an experienced domestic violence advocate who has worked with complex and multiple needs, the post holder will be skilled in risk management and safety planning, remaining calm in a crisis and in handling sensitive information on a daily basis. Experience of direct work with female survivors of domestic violence, of supporting women involved with complex needs, and of working within safeguarding procedures is essential for this post, as is the need to adopt and promote a strong partnership approach to service provision.

### **Outreach Worker – Multiple Support**

#### **Main Duties and Responsibilities:**

1. Provide high-quality telephone and face to face crisis intervention, information, advocacy and support to women and young people referred to the service, in respect to risk management and safety planning, criminal and civil remedies, housing, health, welfare rights, and children's legislation.
2. Assess the needs and risks of survivors, carry out short and longer term risk management and needs assessments, safety planning and support and identify and refer to services appropriate to their needs, including MARAC, substance misuse agencies and mental health agencies.
3. Work proactively and in co operation with multi agency partners to keep the clients perspective and safety at the centre, maintain referral routes and increase access and earlier intervention resulting in better results.
4. Work proactively to raise awareness and upskill professionals within other organisations as identified by Advance management and work with colleagues to successfully develop and deliver training.

#### **Case work**

5. Proactively assess the needs and safety of any children ,that women using the service, may have and ensure that any risks/needs identified are addressed directly with the woman.
6. Ensure that agreed case recording and monitoring systems are kept up to date and secure.
7. Proactively assess the needs and safety of children and women to ensure that any risks/needs identified are addressed, having full regard to Advance's Safeguarding Children's policy and Safeguarding Adults at Risk policy and complying with the Local Safeguarding Children and Adults requirements.
8. Advise women of their rights and options for seeking help and support from other agencies, making referrals, attending appointments with them, and co-ordinating the provision of multi-agency support where necessary, and proactively advocate to ensure barriers to accessing support and protection are minimised.

9. Provide women with information, advocacy and support, supporting them to engage with the intervention, with other agencies and supporting them to maximise their safety.

10. Proactively look for and implement innovative and creative ways of engaging vulnerable people with multiple needs and sustain the engagement.

### **Multi agency work**

11. Participate in multi-agency conferences and meetings in respect of children and adults at risk as required, providing reports and undertaking actions as necessary.

12. Work in partnership with STADV and other key agencies

13. Participate in multi-agency working and focus groups when requested to do so, and follow through on agreed appropriate actions.

14. Where requested, work with the Advance Team Manager, and pilot partners to conduct regular reviews of the project and compile ad-hoc reports if necessary.

15. To develop and maintain good working relationships and links with outside agencies and to refer women to appropriate specialist agencies where necessary as part of a support plan and in consultation with the client.

16. To promote the service and be responsible for establishing and maintaining contacts with front-line workers within relevant statutory and voluntary sector agencies.

### **General duties:**

17. At all times protect the safety and security of the Advance, service users, staff, volunteers and buildings, and the confidentiality of records and other information in line with data protection requirements.

18. Keep the Team Manager informed of any issues and successes.

19. To be responsible for personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the project.

20. Participate in supervision, training and meetings as required and work as a member of the team to ensure effective delivery of service and individual work plans.

21. Produce data, reports, evaluations and undertake research, as requested and directed by the Team Manager.

22. Ensure that personal information for clients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 1998 and Advance policies and procedures.

23. Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equal Opportunities and other policies and procedures and uphold the core values of Advance.

24. Uphold the right of women, children and young people who have experienced domestic violence, advocating vigorously for them while offering protective strategies, and appropriate safe services.

24. Work across teams and undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.

*This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post. The post holder will be subject to checks by the Criminal Records Bureau.*

**PERSON SPECIFICATION:** Outreach Worker – multiple support**A = Application Form****I = Interview****KNOWLEDGE AND QUALIFICATIONS:**

1.	A relevant qualification, for example in domestic violence, criminal justice, law, social work or related area.	A
2.	A thorough understanding of the dynamics of domestic violence (physical, emotional and sexual violence, so-called 'honour-based violence', forced marriage, stalking and harassment) and its impact on women, children, families and communities.	A/I
3.	An excellent understanding of the social care system, complex needs and relevant legislation with particular regard to welfare rights, housing, homelessness and criminal and civil options, matrimonial and children.	A/I
4.	Thorough knowledge of safeguarding practice, procedures and legislation.	A/I
5.	A thorough understanding of challenges involved in providing support to survivors of domestic abuse with multiple needs enduring mental health needs, physical health needs, alcohol dependency and substance dependency.	A/I
6.	An understanding of the issues faced by homeless or vulnerably housed people, and the difficulties they experience in accessing services.	A/I

**EXPERIENCE:**

7.	At least one year's experience of supporting women who have experienced domestic violence, forced marriage or 'honour-based violence'.	A
8.	Experience of risk and needs assessment, safety and support planning, particularly with clients with complex/multiple needs.	A/I
9.	Experience of partnership working and of maintaining excellent working relationships with a range of stakeholders.	A/I
10.	Experience of working with social care, substance misuse and mental health agencies	A/I
11.	Knowledge and experience of motivational interviewing and trauma informed practice.	A/I

**SKILLS:**

12.	Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds.	A/I
13.	Excellent risk assessment, support and advocacy skills and the ability to advocate successfully using evidence and professional experience.	A/I

14.	Ability to network, influence, and problem solve and apply solution focused approaches to increase access and safety and facilitate positive outcomes for women and children.	A/I
15.	Ability to work well within a team and responsibly on your own initiative, and of maintaining professional boundaries with clients and partner agencies.	A/I
16.	Flexible, resilient, proactive approach and a good ability to prioritise work.	A/I
17.	Good crisis management skills and the ability to work effectively under pressure and to deadlines.	A/I
18.	Good data collection, monitoring and IT skills, including word processing and using databases and spreadsheets.	A/I
19.	Good report writing skills, including preparing reports for courts, case conference and information for Multi agency Risk Assessment Conferences (MARACS).	A/I

**GENERAL:**

20.	Work co-operatively with colleagues, in statutory and non-statutory agencies;	A/I
21.	Clear boundaries and a willingness to accept line management and make effective use of supervision;	A/I
22.	A good understanding of the importance of confidentiality and anti-discriminatory practice; safe practice and health and safety procedures;	A/I
23.	A good understanding of cultural issues and equal opportunities;	A/I
24.	A firm commitment to women, children's and young people's rights and to work within Advance's framework and its core values;	A/I
25.	Willingness to carry out the policies and procedures of Advance, and to work to agreed guidelines and codes of conduct.	A/I