



# JOB DESCRIPTION

<b>Job Title:</b>	Duty Worker
<b>Responsible To:</b>	Service/Team Manager
<b>Conditions of Service:</b>	<ul style="list-style-type: none"><li>• 17 hours per week</li><li>• 25 days annual leave rising to 30 days pro rata per annum</li><li>• Public Holidays</li><li>• 6 month probationary period</li><li>• 3% matched contribution to SWA stakeholder pension scheme</li></ul>
<b>Salary:</b>	Qualified applicants (with an accredited VAWG /domestic abuse qualification) dependent on experience: £23,500 – £26,000 pro rata per annum  Unqualified applicants, dependent on experience: £22,000-£23,000 pro rata per annum with the potential to gain a qualification and move to the qualified band.
<b>Contract:</b>	Permanent
<b>Location:</b>	Southwark

## Main Purpose of Job

Acting as the first point of contact for the Southwark SASS service, providing support to survivors of domestic and sexual violence, managing incoming calls and processing referrals.

Providing a culturally sensitive and supportive service for women experiencing domestic violence

## Duty Worker Responsibilities

**To act as the initial point of contact for the Southwark SASS service:**

- Act as part of an advocacy team providing a culturally sensitive and supportive service for women and men experiencing domestic and sexual violence

- Process all new incoming referrals in accordance with the duty procedure
- Risk assess and safety plan with new self-referrals to the service
- Allocate all new cases to caseworkers or IDVAs as appropriate
- Act as a first point of contact for incoming calls to the service, offering advice and guidance to survivors and professionals
- To contribute to the performance of the SASS team.
- As a member of the SASS Team, contribute to team activities and the team work plan.
- To work with volunteers where feasible to enhance the capacity of the service.
- To attend and contribute to case review meetings and effective communication across the team.
- To ensure continuous improvement in service delivery.
- To keep and maintain accurate and confidential records of all work undertaken with clients.
- To collect data to provide evidence for key performance indicators working to meet the teams and SWA's strategic objectives
- To contribute to the collection of service outcomes and to use clear and coherent targets and monitoring systems to provide evidence that outcomes are met.
- To adhere to defined service standards.
- To ensure compliance with SWA policies and procedures.

### **General Responsibilities**

#### **Positively promoting Southwark SASS services:**

- Ensure publicity material is widely and effectively distributed and contribute to its continuous development.

#### **Ensuring efficient and effective use of resources:**

- Attend regular supervision and appraisals in accordance with current SWA procedures.
- Contribute to the development of good practice in relation to reflective learning.
- Contribute to the creation of a culture of continuous learning and improvement.
- Ensure continuous professional development, working to an agreed training and learning plan.
- Provide information for and contribute to organisational fundraising and bids.

- Awareness of and adherence to SWA's Health and Safety policies and procedures.

### **Contribute to service user feedback and voice in service delivery and service development**

- Encourage service users' participation in service development, continuous improvement and feedback exercises.
  - Ensure service users know how to make a complaint about services and report and assist in managing any complaints made to you about the service
  - Collect and report on service user recommendations for service improvement
- Ensuring that creative and effective relationships are established with other SWA teams and external organisations, particularly those that offer a service to our service users.
- Participate in effective partnership working in Southwark, working in conjunction with other Solace teams and your line manager
  - Identify opportunities for training and development of key partners in our areas of work.
  - Meet all legal and contractual reporting requirements in relation to service delivery.
  - Ensure excellent working relationships with other SWA services

### **Ensuring that SWA equal opportunities and diversity policies are implemented in all your work:**

- Contribute to the annual team Diversity Action Plan.
- Champion equality and diversity principles in practice.
- Proactively promote equality and diversity in all your work with service users, ensuring full access to service delivery for all users.

### **Corporate Responsibilities**

- Attend all meetings and training relevant to your role
- Attend regular team meetings, ensuring that you contribute to effective working practice and communication
- Act as an ambassador for Solace

Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.

# PERSON SPECIFICATION

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for **each** of the Person Specification criteria.

<b>Experience</b>	Demonstrable experience of working with women affected by domestic and or sexual violence
	Experience of providing accurate and up to date information to members of the public
	Experience of working in a regulated environment, identifying risk and following organisational procedures to meet the needs of a diverse and vulnerable client group
<b>Knowledge + Understanding</b>	A working knowledge of housing, welfare and policy relating to domestic/sexual violence
	A working knowledge of the practical, emotional, social and economic issues facing women and children affected by domestic/sexual violence
	Knowledge of Safeguarding (adults and children)
	Knowledge of the options currently available to women who have experienced domestic abuse
<b>Skills + Abilities</b>	Ability to work well with a diverse range of stakeholders
	Ability to achieve results
	Ability to communicate effectively and sensitively with a diverse range of people. (both written and verbal)
	Ability to build empathetic and supportive working relationships with service users
	Ability to multi-task and display effective time management skills.
	Competence in the use of information technology to record, communicate and research
	Ability to work with service users in a sensitive and non-judgemental manner
	Ability to learn quickly and retain information



<b>Values + Ethos</b>	A thorough understanding of anti- discriminatory work and practice
	A commitment to the values and ethos of Solace Women's Aid
	A commitment to fostering innovation in working practice
	A flexible approach to your work
	A commitment to respecting and valuing service users' perspectives and involvement in Solace