**Job Description**

Title: Assistant Support Worker

Area: Accommodation based Services

Reporting to: Accommodation Team Leader

Hours of Work: 24 hours per week over 4 days

Salary: £22,000 FTE (£11.43 per hour)

# Background

TDAS is an independent voluntary organisation, founded in 1990 and is affiliated to Women’s Aid Federation England. TDAS is a company Limited by guarantee and a registered charity.

TDAS is the only specialist agency in Trafford to deliver services to adults, children and young people who are experiencing or have experienced domestic abuse.

**Purpose of the role**

The role of Assistant Support Worker with TDAS is an inspirational one and key to achieving successful outcomes for service users. As a motivated and dynamic Assistant Support Worker you will be responsible for assisting with delivering a high-quality programme of support to families which promotes person-centred support. You will address service users support needs, enable them to make positive life choices and ultimately empower them to lead more sustainable lifestyles. You will also complete day to day activities including administration tasks and health and safety duties to support the successful operation of the accommodation provision.

**Main duties –**

* To act as an Assistant Support Worker, and be part of the Support Team who provide information, advice and support to adults, children, young people and agencies who contact and access all of TDAS services;
* To support the Domestic Abuse Advisors with their allocated case load, including updating action and support plans
* To network and liaise with all relevant agencies regarding the emotional, developmental and practical needs of adults, children and young people for whom TDAS is providing a service
* To offer ongoing practical and emotional support to the all service users
* To support the accommodation team in their Health & Safety duties including; undertake checks of the building and rooms, reporting of repairs and completing daily checks.
* To record in detail notes and minutes of all meetings and appropriate discussions with service users
* To plan and effectively manage own workload, working on own initiative (often in a crisis situation)
* To keep accurate, factual and appropriate daily recordings
* To be a flexible team player supporting colleagues as and when necessary
* To work to promote and support the development of TDAS by being a positive ambassador at all times with colleagues, service users and external agencies
* To comply with and work within the standards laid down within the bounds of all of TDAS’s Policies and Procedures and Guidelines
* Offer, plan and implement, as appropriate and agreed, one to one meetings with individual women and men in order to develop their understanding of domestic abuse and to overcome the negative impact of living with domestic abuse
* Promote service users to access education, employment and training
* Assist service users with basic living skills such as budgeting, cooking and maintaining a household
* Develop and deliver group programmes to support the various needs of service users
* Access and signpost service users to all other appropriate specialised agencies within Trafford and, where necessary elsewhere, in order to meet the needs of women and men living in their own home within the community e.g. work and referral to Alcohol and Drug Agencies, where alcohol or drug use is a driver in the abuse issues
* Ensure all survivorss are made aware of the services available under the Home Fire Risk Assessment and making appropriate referrals to the Fire Service
* Provide a safe and secure environment, when meeting any service user, in which their physical, emotional, intellectual and social wellbeing is promoted.
* To be fully aware of and implement, as appropriate, Child Protection, Safeguarding, Protection of Vulnerable adults Policies and Procedures in accordance with TDAS’s Aid and Trafford Council policies.
* Work in partnership with and actively network with women, men, staff, statutory, voluntary and community organisations to promote the welfare and wellbeing of each individual person offered a service by TDAS.
* Play an active part in the promotion, running and delivery of work undertaken with service users living within the accommodation service
* Actively encourage feedback and service user consultations from those residing in TDAS accommodation service
* To undertake any other duties which may reasonably be requested by the Team Leader/Services Manager, and board of Trustees.

**Person Specification**

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| **Qualifications and Experience**  | **Essential** | **Desirable** |
| Professional qualification in a related field such as Diploma in Social Work, Probation or equivalentMinimum of two years experience of working with women, men, children and young people in a supported and enabling settingExperience of working with individuals in a crisis situation, demonstrating strong crisis management, skills and ability to cope under pressureWritten and oral skills in a second language | **X** | **X****X****X** |
| **Skills & Knowledge** | **Application**  | **Interview** |
| Knowledge and understanding of the effects of domestic abuse on men, women, children and young people and relevant legislationExperience of case management Understanding and knowledge of principles of undertaking risk assessment, support planning and delivery of servicesDetailed knowledge of Child/Adult Protection and SafeguardingI.T./Computer literateExcellent verbal communication and negotiation skillsExperience of multi-agency working Experience of working with individuals in a crisis situation, demonstrating strong crisis management, skills and ability to cope under pressureUp to date knowledge of Health & Safety regulations and requirementsCompliance with Guidelines, Policies & Procedures Knowledge of Housing Benefits systemAbility to write reports and letters Ability to maintain professional boundaries at all timesBroad knowledge of the civil and criminal justice system and remedies available in relation to domestic abuseExperience of working with vulnerable people of differing ages and backgrounds | **X****X****X****X****X****X****X****X****X****X****X****X****X****X****X** | **X****X****X****X****X****X** |
| **Competency/Behaviour** |
| 1. Proactive
2. Compassionate
3. Non-Judgemental and positive attitude
4. Empathetic
5. Approachable, flexible
6. Time management
7. Committed to continuous improvement
8. Team player as well as an individual player
9. High level of self motivation and self sufficient
10. Service provisions of a high standard to all users
11. Excellent communication skills at all levels
12. Planning, organisation, implementation and evaluation
13. Communication with service users, team members, Board of Trustees and external agencies
14. Ability to use own initiative
15. Team work
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**Additional Requirements**

The post holder will be required to liaise with –

TDAS CEO, Services Manager and All other TDAS Staff, TDAS Trustees, Statutory, Voluntary Community Organisations and other professionals.

There will be a requirement for attendance at training sessions as and when directed by the Team Leader, Services Manager, CEO and the Board of Trustees.

**This post is subject to enhanced DBS disclosure checks**