



The Dash Charity Outreach Worker Job Description

Reports to: Advocacy and Outreach Services Manager
Hours of work: 37.5 hrs per week
Holidays: 25 days + Bank Holidays + 1 day for birthday

Objectives:

Under the general direction of The Dash Charity Board of Trustees to undertake the duties of Outreach worker as specified below on behalf of The Dash Charity. To work within the aims, policies, guidelines, and practices of The Dash Charity, paying particular attention to key areas of Children & Adult Safeguarding, Health & Safety, Confidentiality and Equal Opportunities.

Purpose of Job

To provide a high-quality frontline service to victims of domestic abuse, delivering a service to those identified as standard and medium risk. To work within a multi-agency framework consisting of the MARAC, MATAC and local partnership responses to domestic abuse. To raise awareness of domestic abuse by facilitating drop-in sessions, community talks and lunch and learn sessions to professionals.

As the Dash Charity's Outreach Worker, you will provide proactive and structured support to a caseload of clients living in the East Berkshire area, assessed as being standard to medium risk.

You will develop tailor-made support plans, focusing not only on maximising safety and reducing risk, but also improving the physical, emotional and sexual health of the clients you work with. You will be required to advocate for your client and provide assistance in pursuing civil and criminal remedies.

You will be expected to work closely alongside our multi-agency partners in order to deliver this support, with a particular focus on developing relationships and pathways with specific agencies. You will also develop and deliver training to professionals and provide guidance to staff where appropriate as well as delivery of awareness workshops within the wider community.

Benefits:

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- 25 days annual leave per annum (+ bank holidays) plus up to 5 days additional leave for length of service.
- Birthday off + 1 'charity day' day agreed by the trustees for all staff (usually last working day before 25 December)
- Christmas closure days given as additional leave (subject to annual Board agreement)
- Access to benefit platform for a wide range of discounts on everyday spends plus gym discounts.
- Access to private healthcare scheme
- Holiday buyback scheme

General Duties

- To operate within clear professional and confidentiality boundaries and to work within The Dash Charity code of conduct.
- Ensure clients are clear about their rights and obligations whilst receiving support.
- Check Email daily and respond to urgent requests
- Review workload daily and prioritise accordingly
- Ensure that meaningful involvement of clients is central to all activities, applying equal opportunities and anti-discriminatory policies and ensuring rights to privacy and confidentiality.
- Contribute to the development and review of The Dash Charity policies and procedures.
- Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.

General Outreach Duties

- Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist.
- Provide a pro-active, short to medium term support service through individual safety planning and personal support.
- Work with standard and medium risk victims of domestic abuse to help them access services to keep them and their children safe and further their wellbeing, resilience and independence.
- Advocate for Standard and medium risk victims with agencies who can help to address the domestic abuse by:
 - Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
 - Providing advocacy, emotional and practical support and information to

victims including legal options, housing, health and finance.

- Working directly with all key agency partners to address the safety of medium risk victims and ensuring that their safety and support plans are coordinated through relevant multi-agency meetings, including MATAAC.
- Manage a caseload of clients ensuring each client receives a quality and consistent service and support individual to their needs and risks.
- Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation and help them regain control of their lives.
- To further agency networks and raise awareness through information stalls, leaflet distribution and attendance and agency team meetings, network events to aid partner awareness and understanding of the service
- To ensure that information is shared within data protection guidelines to ensure a co-ordinated approach is taken to understand client need/risk and support appropriately
- To ensure relevant information is shared where clients and their children are identified at risk of potential harm. This includes sharing information and attendance and advocacy through Social Care proceedings, including initiating TAF meetings where required.
- To work in accordance with the Dash Charity's Case Management Policy ensuring that all client records and casework are to the required audited standard as per the case management policy.
- To maintain accurate, professional and confidential case management records and databases and ensure all monitoring and evaluation records/tools are completed in a timely and accurate manner.
- To facilitate community talks (and raise awareness of domes abuse), facilitate "Lunch and learn "sessions with professionals
- To increase the visibility of The Dash Charity in the community
- To understand the grant, funder or contractual requirements pertaining to the funding of the individual post, ensuring data and outcomes are gathered to inform periodic reporting as and when required. To contribute to the preparation of any grant/contract report as and when required.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to their work.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for victims of domestic abuse. May wish to define training events/roles.
- Respect and value the diversity of the community in which the service works and recognise the needs and concerns of a diverse range of survivors ensuring

the service is accessible to all and support is tailored to the individual.

- To keep fully up to date with relevant legislation and sector updates.

Essential

- To be an excellent team player and work constructively with colleagues and managers in all aspects of the postholder's work. Contribute positively to meetings such as supervision, appraisals and team meetings.
- Good written communications skills to produce reports, case notes and referrals for partner agencies.
- Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare
- Experience of working with people who have experienced multiple disadvantages, e.g., homelessness, trauma, unemployment and poor health, and an understanding of how these disadvantages combine to create social exclusion.
- Knowledge and understanding of the dynamics of domestic abuse, its impact on victims and their children.
- To undertake training relevant to the position.
- To undertake any other duties as directed by the line manager that may fall within the scope of the post.
- To undertake adhoc projects as required by The Dash Charity Management.
- To have Full clean driving licence & private vehicle insured for casual business use.
- To have a cleared, enhanced DBS check.

Desirable

- Experience of harm minimisation, motivational interviewing and/or solution focused working.
- Experience of supporting individuals experiencing domestic abuse
- Experience of group talks/ sessions

- Experience of facilitating short training sessions