

**NEXT LINK JOB DESCRIPTION**

**Post:** **Female Support Worker**

**Hospital based IDSVA (Southmead or BRI)**

**Responsible to: Health Intervention Team Leader**

**Hours Full-time 37.5 hours per week on a rota**

**Shift pattern between hours of 8am-6pm, Monday - Friday**

**Part-time 18.75 hours per week on a rota**

**JOB PURPOSE:**

The A&E IDSVA will provide an immediate support service to female and male victims of domestic abuse accessing Emergency Department at Southmead Hospital. They will provide advice and support at the point of crisis, making A&E a safe space where support is provided and choices are offered. The IDSVA will make appropriate safeguarding and MARAC referrals; provide support for up to 4 weeks and make referrals for ongoing support.

The A&E IDSVA will be based at Southmead Hospital and work closely alongside hospital staff, providing training, expert advice and raising awareness to support the disclosure of domestic violence and abuse.

The role involves empowering survivors to increase their options, make positive choices/decisions, increase their confidence, safety and recovery.

**MAIN OBJECTIVES:**

* To train and support hospital staff to identify and refer victims of domestic/sexual abuse.
* To establish and maintain support to survivors, with a victim centred approach, focussing on safety and recovery and ensure service users:
* Are safer
* Feel safer
* Feel more empowered and confident
* Have an increased understanding of DA and risk factors
* Are more aware of safety measures; and
* Have an increased understanding of the abuse they are experiencing
* Providing support to enable survivors to safely maintain their current accommodation, access welfare benefits, legal advice alternative housing, and support services.
* Maintain an effective support service with the aim of enabling the survivor to develop the skills and resources necessary to move on and maintain independence and self-reliance.
* Champion service user empowerment and involvement by ensuring our services:
* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our service
* Have a Think Family approach
* To liaise effectively and collaboratively with all appropriate agencies and community groups to ensure the best access to services and meaningful community engagement for service users.

## PRINCIPAL RESPONSIBILITIES

1. **Referrals and Assessments**
   1. Promote the service through building positive relationships with the Clinicians and hospital staff to ensure a steady flow of appropriate referrals.
   2. To carry out risk assessments including DASH, co-produce safety plans with the service user regularly review the plans, enabling survivors to assess and manage risk to their own safety. Amend plans as appropriate when circumstances change and attend the MARAC and refer service users when appropriate.
   3. Carry out needs assessments which effectively establish the support needs of individuals and families and enable support to be offered as quickly as possible. Respond flexibly as the individuals or family’s needs and risks change
   4. When appropriate, using our established protocols, make referrals to Substance Misuse Nurse and Psychiatric liaison team.
2. **Support**
   1. Ensure your work with service users is recovery focused and strengths based, supporting survivors in a creative, consistent and assertive way to ensure positive outcomes are achieved. Review the support plan regularly and record changes agreed.
   2. Ensure that survivors currently living in abusive situations are aware of their rights and options. Give safety-planning advice and explain the effectiveness of criminal and civil sanctions available to them.
   3. Enable and encourage survivors to take advantage of all services relevant to their safety such as legal advice, housing and benefits rights, education, medical treatment, counselling etc. Assist clients in gaining access to solicitors, benefits agencies, housing departments, education, medical treatment, counselling etc. .
   4. Work in partnership with other agencies e.g. the police, local authority, health, social services, education, youth service and the voluntary sector to ensure efficient mechanisms for referrals and to advocate for survivors to ensure their needs are met. .
   5. To maintain knowledge of local services, encourage engagement and reduce the survivor’s isolation.
   6. Recognise, respect and address the needs of survivors who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, Gypsy Traveller Communities, disabled people, male survivor’s, women with complex needs and other hard to reach groups.
   7. Maintain an up to date working knowledge of housing legislation, housing and welfare legislation and the welfare benefit system.
   8. Carry out a financial assessment for each service user assisting them to maximise their income, address debts, budget and pay bills and support them to make appropriate welfare benefit claims.
   9. Provide support as part of an integrated approach, by working closely with specialist statutory and/or voluntary agencies such as mental health, criminal justice, homelessness, Treatment Providers, Probation, to ensure access and engagement with other services is maximised, according to the agreed support package.
   10. Provide recovery orientated support, psychologically informed interventions and practical support to individuals on caseload.
   11. Safeguard the welfare of children, young people and adults at risk; working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk. Monitor all safeguarding concerns and make appropriate referrals to First Response, Access and Response and Care Direct as necessary
   12. Respond to emergency and crisis situations by providing support, advice, signposting or direct interventions as necessary.
3. **Record keeping and monitoring**
   1. Maintain up to date, accurate, legible and accessible records of all work and contact with service users, other agencies/professionals and others (e.g. carers, families), ensuring that they meet the requirements of data protection and confidentiality.
   2. Ensure all client records, outcome and monitoring data is accurately recorded using the organisation case management system and any other record/monitoring systems, prepare any additional information or reports used for the monitoring and evaluation of the services as required.
4. **Developing of self and others**
   1. Actively participate in regular one-to-one supervision, reflective practice groups, annual appraisals.
   2. Attend and make a positive contribution to staff / team meetings and to participate in organisational training and development events as required.
   3. Provide support and guidance to trainees, relief/agency workers and volunteers, when required.
   4. Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.
5. **General**
   1. Attend joint project meeting to oversee the operational delivery.
   2. Act as a representative of Next Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate.
   3. Uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
   4. Work flexibly within a team setting; liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
   5. Work within Next Link’s Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
   6. Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
   7. Observe organisations equal opportunities, confidentiality, data protection policies.
   8. Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
   9. Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

**This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.**

***Next Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***

***Next Link is committed to Equal Opportunities.***

***\*Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement.)***