West Lincolnshire Domestic Abuse Service

**Outreach Project Manager - Job Description**

|  |  |
| --- | --- |
| Job Title: **Outreach Project Manager** | Version: 04 /16 |
| Grade: **Band 3**  |
| Reports To: **WLDAS Manager (CEO)** |

|  |  |
| --- | --- |
| **1** | **Purpose of Job** |
|  | * To provide a professional, effective and supportive service to adults, children and young people who have experienced emotional, physical and/or mental distress as a result of domestic abuse. To provide crisis intervention, safety planning and support to safeguard and promote the welfare of children in families where domestic abuse is an issue.To ensure and maintain secure high quality provision to adults, children and young people fleeing domestic abuse.
* To manage a caseload of service users with complex needs.
* To provide line management, supervision, training and support to project workers and volunteers to enable them to carry out their duties.
* To be responsible for the day to day supervision and development of services provided by West Lincolnshire Domestic Abuse Service (WLDAS)
* To be responsible, from time to time, for the overall day to day management of WLDAS and the welfare of its staff and service users, in the absence of the WLDAS Manager (CEO)
 |

|  |  |
| --- | --- |
| **2** | **Main Responsibilities, Tasks and Duties:** |
|  | 1. To carry out the aims and principles of WLDAS and Women’s Aid Federation of England (WAFE)
 |
|  | 1. To have management responsibilities for the delivery of services in region of West Lindsey / Lincoln or North & South Kesteven region.
 |
|  | 1. To assess the impact of domestic abuse on children’s emotional, physical and mental wellbeing and plan and deliver services to promote self-esteem and positive emotional development
 |
|  | 1. To support families; adults, children and young people by listening to; responding to their needs; and identifying appropriate support where necessary.
 |
|  | 1. To assess the benefits/risk to the family of work being completed with the perpetrator to address inappropriate behaviours and healthy/unhealthy relationships.
 |
|  | 1. To identify and provide care and support appropriate to the needs of each service user/families particularly those with more complex needs to provide structured sessions to raise awareness of domestic abuse and re-build bonds that may have broken down due to domestic abuse.
 |
|  | 1. To provide practical and emotional support including advice on housing, and legal rights information on welfare benefits, etc
 |
|  | 1. To be responsive to the needs of service users for counselling
 |
|  | 1. To share responsibility for providing a high standard of outreach and resettlement support relevant to individual needs
 |
|  | 1. To access other agencies in order to provide a multi-agency approach to supporting vulnerable individuals and initiating a Team Around the Child where required and to contribute to multi-agency plans
 |

|  |  |
| --- | --- |
| **2** | **Main Responsibilities, Tasks and Duties:** |
|  | 1. To work in partnership with statutory agencies in order to provide a multi-agency approach to supporting vulnerable individuals and families, to attend multi-agency meetings and contribute to plans to promote positive outcomes for individuals /families.
 |
|  | 1. To provide line management, supervision, training and support to senior workers and project workers to enable them to carry out their duties
 |
|  | 1. To lead or work in partnership with a senior colleagues in the recruitment and supervision of students and volunteers to support the work of WLDAS within the post holder’s scope of responsibility
 |
|  | 1. To ensure the security, protection and confidentiality of service users, WLDAS and buildings
 |
|  | 1. To raise and maintain a positive profile of WLDAS with statutory and non-statutory organisations and within the public arena
 |
|  | 1. To keep up to date with legislative changes and other matters that affect domestic abuse, service users and the service
 |
|  | 1. To ensure that professional boundaries are always maintained when working with service users, colleagues, trustees and other agencies. To work within WLDAS’s Code of Conduct at all times
 |
|  | 1. To educate others in the wider professional and local communities about domestic abuse and its impact on society
 |
|  | 1. To undertake any other reasonable duties as required by the Directors
 |

|  |  |
| --- | --- |
| **3** | **Management & Supervision of People:**  |
|  | 1. To assist the WLDAS Manager (CEO) in the induction of new workers, students and volunteers, providing day to day supervision of colleagues during their induction period
 |
|  | 1. To ensure case notes and data are appropriately recorded for quality and analysis / funding requirements
 |
|  | 1. To ensure provision and recording of regular case supervision of senior project workers, project workers and volunteers
 |

|  |  |
| --- | --- |
| **4** | **Creativity and Innovation:** |
|  | 1. To contribute to creating a culture and environment that is forward thinking and positive; be open to new ideas and suggestions from staff members and others; be alert to efficiencies and improvements that might be made in the service and take steps to implement them.
 |
|  | 1. To contribute to the revision and development of WLDAS’s business plan and production of its annual report
 |
|  | 1. To make recommendations to the WLDAS Manager and regarding strategic planning for and delivery of services by the organisation including any potential income sources
 |
|  | 1. To devise appropriate packages of support and make use of a range of tools and approaches in undertaking direct, individual and group work with adults, children and young people
 |

|  |  |
| --- | --- |
| **5** | **Contacts and Relationships:**  |
|  | 1. To develop strong local partnerships with doctors, agencies, solicitors, schools etc to ensure the success of local hubs
 |
|  | 1. To develop and maintain relationships with service users, other agencies and organisations, local councils and other relevant bodies and referral agencies, including attending meetings when required
 |
|  | 1. To provide formal and informal education on domestic abuse to service users, partner agencies and the wider community
 |

|  |  |
| --- | --- |
| **6** | **Decisions:** |
|  | 1. **Discretion –** *The post-holder has the following discretions:-*
* To take decisions regarding the day to day protection and support of men, women, children and young people in accordance with agreed policies and procedures
 |
| 1. **Consequences –** *The consequences of the post-holder’s decisions can be anticipated to impact on the following:-*
* The welfare and safety of service users and colleagues and the smooth running of the project
* The safety and security of the buildings and their contents
 |

|  |  |
| --- | --- |
| **7** | **Resources:** *The post-holder is personally accountable/responsible for the following:-* |
|  | 1. Providing direct support to service users
 |
|  | 1. To ensure that the service users for whom they are responsible are provided with the legal advice, welfare and housing advice, refuge, emotional support/counselling and access to relevant healthcare where appropriate
 |
|  | 1. Contribute to the provision of a safe and welcoming environment in the Centre and Refuges
 |
|  | 1. Ensuring appropriate use and maintenance of WLDAS’s equipment and resources
 |

| **8** | **Work Environment** |
| --- | --- |
|  | 1. **Work Demands**
* Remote /mobile work – A requirement to be independent, self disciplined, good communicator
* To deal with emergency situations as presented by service users
* To maintain accurate and up to date records in accordance with required procedures
* To change work practices as required by conflicting priorities
* To provide support to service users for whom they are responsible in accordance with the plan agreed with the individual service user
 |
|  | 1. **Physical Demands**
* Impact of workstation environment i.e. typing, VDU
* Driving to locations in rural areas
 |
|  | 1. **Working Conditions**
* Potential exposure to unpleasant and unhygienic conditions created by service users within Refuge accommodation or to the poor personal hygiene of some service users.
* Potential exposure to infectious diseases
* Contribution to the provision of out of hours service
 |
|  | 1. **Work Context**
* Stress of providing direct support to individuals with complex needs
* Potential risk to personal safety and belongings due to exposure to aggressive/violent behaviour from some service users and/or perpetrators of domestic abuse
* Potential exposure to verbal abuse
* Risks associated with driving in rural areas
* Lone working – see Policies and Procedures for guidance
 |

|  |  |
| --- | --- |
| **9** | **Knowledge and Skills**: |
|  | 1. An understanding of domestic abuse and how it affects men, women and children
 |
|  | 1. Ability to maintain clear and precise records and statistics
 |
|  | 1. Good communication skills
 |
|  | 1. Knowledge of the current issues and good practice guidelines related to working with those who have/are experiencing domestic abuse and a good understanding of local and national policies and procedures relating to children
 |

|  |  |
| --- | --- |
| **10** | **General:**  |
|  | Full driving licence and the use of a car |

|  |
| --- |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive The post-holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be with the consent of the post-holder |
| **Equal Opportunities -** The post-holder is required to carry out the duties in accordance with WLDAS’s Equal Opportunities policies |
| **Health and Safety -** The post-holder is required to carry out the duties in accordance with the WLDAS’s Health and Safety policies and procedures |
| **Safeguarding** - WLDAS is committed to safeguarding and promoting the welfare of people experiencing domestic abuse, children, young people and vulnerable adults. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. **DBS, identity checks, references and qualifications will be verified for all employees.**The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust |
|  | Name: | Signature: | Date: |
| Job Description written for WLDAS by: | ....................…… | ....................… | .............. |
| Job Description agreed by: [Post-holder] | ....................… | ....................… | .............. |
| **Job Evaluation -** This job description has been compiled to allow the job to be evaluated using the GLEA Job Evaluation scheme as adopted by WLDAS.Note: Qualifications and Experience headings are included in the Person Specification |