**JOB PROFILE**

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| JOB: | Adult Intervention Worker |
| SALARY: | £23,868 |
| HOURS: | 35 per week includes occasional evenings and weekends  |
| LINE MANAGER: | Emerge Service Manager |
| RESPONSIBLE FOR: | Assigned volunteers, student placements |
| DURATION: | Permanent, subject to funding |
| LOCATION: | TBC |

**JOB PURPOSE:**

The post holder will identify and work with clients with complex needs referred into the Emerge service. To work in partnership with statutory and other local agencies to ensure a positive outcome for our clients and their families who face multiple and/or complex needs. The post holder will advocate on behalf of our clients and work with other staff to provide a flexible and responsive extended hours’ service.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. To participate in the on-call rota giving out-of-hours cover across the organisation
2. Provide support to clients with multiple/complex needs in refuge and the community experiencing domestic abuse who wish to engage with PTMWA and other appropriate support services
3. Take a lead on delivering relevant groupwork courses as part of PTMWA’s Step2 Recovery programme
4. Work with staff across the organisation to ensure access to Voices groups is inclusive
5. Liaise with statutory and voluntary sector agencies to improve the links between domestic abuse and other health services
6. To work with specialist agencies to carry out clients’ health assessments
7. To work with clients in both 1:1 and group settings as appropriate, building self-esteem and confidence, maximising their control over their own lives and improve/support their access to voluntary and statutory services relevant to their own needs and those of their children
8. Ensure that all case notes are input to the clients’ record on PTMWA’s case management system and that all case files are kept updated and accurate.
9. To complete written reports and client updates that are appropriate to the audience for which they are written and succinctly present and appraise options, making clear recommendations for action
10. To provide, or access by signposting to appropriate agencies, relevant information, advocacy, emotional and practical support in relation to multiple/complex needs relevant to clients whilst maintaining PTMWA’s strict confidentiality procedures
11. To raise awareness of domestic abuse issues through effective support and training for professionals in other services
12. To accompany clients where appropriate to appointments and meetings with other support agencies including, but not limited to, GP surgeries, solicitors, core group meetings
13. To attend and actively participate in multi-agency meetings such as MARAC and core groups

**GENERAL:**

1. To follow confidentiality procedures as required by PTMWA and statutory legislation
2. To identify own training and development needs and participate in all training courses relevant to PTMWA’s commitment to providing high quality services
3. To work at all times with due regard to all the policies and procedures of PTMWA, both operational and non-operational, and participate in their development and amendment where required
4. To support awareness raising and fundraising efforts by contributing to, and participating in, publicity fairs and other events that promote and enable sustainability of PTMWA’s services
5. To be mobile and work across all areas of the city as required

**OTHER:**

* This post has been assessed and confirmed as open to women only under the Equality Act 2010, schedule 9, part 1
* This post is subject to an enhanced DBS check which will be carried out immediately on completion of a job offer being made and again every 3 years. Failure to engage in the completion of the relevant DBS application may result in the job offer being withdrawn.
* This job description attempts to cover the main duties of the post but is not intended to provide an exhaustive list of tasks. The post holder is therefore expected to undertake any other reasonable duties within the scope of the role as specified by their line manager.

**PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL/DESIRABLE** | **HOW****ASSESSED** |
| EDUCATION/QUALIFICATION |
| Relevant professional qualification, for example Health and Social Care Level 3 or equivalent experience | E | Application Form |
| Evidence of continued professional development e.g. IDVA, ISVA, MHFA | D | Application form |
| EXPERIENCE |
| Recent significant experience of undertaking direct work in 1:1 and group settings with vulnerable people including experience of working with people affected by domestic and/or sexual abuse  | E | Application Form/ Interview |
| Recent significant experience of undertaking direct work with vulnerable people experiencing a range of multiple/complex needs | E | Application form/ Interview |
| Experience of working with people with differing needs, creating a barrier-free environment for support | E | Application form/ Interview |
| Experience of carrying out risk assessments, needs assessments and support planning | E | Application form/ Interview |
| Experience of group development and group facilitation | D | Application Form/ Interview |
| Experience of signposting to relevant agencies to support positive outcomes for clients | E | Application Form/ Interview |
| Experience of safeguarding vulnerable adults and children by making effective referrals to the appropriate authority | E | Application Form/ Interview |
| KNOWLEDGE AND UNDERSTANDING |
| An excellent understanding of the impact of domestic abuse on individuals and families | E | Application Form/ Interview |
| An excellent understanding of the impact of mental ill health, drug/alcohol/substance misuse and other complex needs on individuals, especially those suffering from domestic abuse | E | Application Form/ Interview |
| A good level of knowledge and understanding of statutory and legal provision for people experiencing domestic abuse and multiple/complex needs | E | Application Form/ Interview |
| General knowledge of welfare benefits, housing options and other appropriate support services | E | Application Form/ Interview |
| SKILLS AND ABILITIES |
| The ability to be emotionally resilient in a distressing and complex environment | E | Application form/ Interview |
| Ability to identify and recognise unsafe conditions or work practices | E | Application form/ Interview |
| Able to effectively manage risk through identification of risks and put safety measures in place | E | Application form/ Interview |
| Ability to effectively communicate with a range of people both on a 1:1 basis and a group basis | E | Application form/ Interview |
| Able to provide client focused services  | E | Application form/ Interview |
| Ability to work effectively with partner agencies to obtain appropriate outcomes for clients  | E | Application form/ Interview |
| Ability to maintain up-to-date and accurate case management records | E | Application form/ Interview |
| Ability to work on own initiative and prioritise work in a busy environment | E | Application form/ Interview |
| Ability to prepare and present reports in a professional, concise and meaningful manner | E | Application form/ Interview |
| Able to critically assess own performance and reflect on own practice, making changes where necessary | E | Application Form/ Interview |
| Good level of numeracy, literacy, report writing and IT skills | E | Application Form/ Interview |
| OTHER: |
| Commitment to equal opportunities and anti-discriminatory practice | E | Application Form/ Interview |
| Willingness to undertake training and a commitment to continuous personal development  | E | Application Form/ Interview |
| Willingness to work flexibly and able to travel to different sites and venues | E | Application form/ Interview |

**Post Holder Signature:
Date:**

**Line Manager Signature:
Date:**