



Job Title: Project Worker
Reporting to: Senior Project Worker

Overview:

Amber, is a long-established Organisation working to empower women and children of all cultures and backgrounds to live abuse-free lives. As a specialist domestic abuse service our professional team works alongside others to safeguard women and children against domestic abuse, including coercive control. We provide safe, supportive, client-centred services, from early intervention to recovery, both in the community and at the refuge.

Our core values are those of empowerment, respect, diversity & inclusion, social justice, and integrity & transparency.

Purpose of Role:

To provide a safe and supportive environment, in a primary support role, that involves assessing and addressing the unique needs of clients as part of tailored support plans within the service.

Key responsibilities of the post

Primary Support Role:

- Develop and manage appropriate support plans from enquiry to discharge for women and children.
- Effectively manage the assigned caseload and prioritize based on risk and need.
- Actively respond to the needs of clients, providing ongoing and specific support through the support plans.
- Liaise with the project team and other Amber services to maintain a high standard of support for women and children, fostering collaboration and ensuring the well-being of those in the service.
- Create and maintain a safe and supportive environment within the refuge, where women and children feel secure and supported during their stay.
- Effectively manage the 24-hour helpline when on shift, responding appropriately in crisis situations to ensure timely and appropriate support and guidance are provided to women and children in need.
- Facilitate children's and women's involvement in their development within the service, increasing engagement levels with clients in refuge and safe houses.
- Ensure implementation and adherence to Amber Women's Refuge CLG's policies and procedures.
- Consult with and refer any child protection/welfare issues to the Designated Liaison Person.
- Stay conversant with international and national policies, procedures, and legislation relevant to domestic violence.
- Contribute to the identification and development of new services and initiatives where appropriate, enhancing the support provided to women and families.

Operations:

- Effectively use the client relationship management system (eSafe) and ensure the accuracy of the information provided.
- Contribute to developing good practice standards through reviews and evaluations.



- Ensure the refuge is adequately maintained and resourced, reporting any issues to the Senior Project Worker.
- Ensure that units for clients are cleaned and prepared for an admission, especially out of hours.
- Adhere to health and safety protocols, especially as a lone worker, to ensure the well-being and security of women, families, and yourself while maintaining a high standard of support.
- Collate and update accurate statistics and reports as per Amber and Funder requirements.
- Provide timely feedback of statistics to the Manager/Assistant Manager

Communications/Public Relations:

- Establish effective working relationships with relevant statutory, voluntary, and community groups.
- Develop and maintain good working relationships with other relevant agencies.
- Network and consult with key agencies and groups in the context of the role.

Confidentiality

- Maintain the highest standards of confidentiality when handling sensitive information, in accordance with our organization's policies and ethical guidelines. This includes all information relating to the refuge and our clients.

Competency Framework

All employees are required to adhere to our Organisation's Competency Framework, which outlines the essential skills and behaviours for success in this role. Please familiarise yourself with this framework, as it will be an integral part of your ongoing professional development and performance evaluation.

Amber Women's Refuge CLG is an Equal Opportunities Employer

Please note that this job description is not exhaustive and that you may be required to undertake additional duties and responsibilities as necessary to meet the needs of the role and the Organisation. This job description is subject to periodic review and may be revised and updated to ensure its accuracy and alignment with the evolving needs of the role and the Organisation.