

**Job Title:** Outreach Support Worker (Full time 37.5 hours per week)

**Reporting to:** Senior Manager, Support Services

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| **Job Description**  | The purpose of the role of an outreach worker is to provide support for women experiencing domestic violence within the community. This role includes managing a case load of women within the community whilst raising awareness and providing educational supports to young people, professionals and agencies around domestic abuse. The support for women will be trauma informed, survivor led and will involve emotional and practical support in regard to the impact created by domestic abuse, this incudes risk assessing safety and looking at security options available. This role also includes being able to facilitate support groups within the community and deliver programs to professionals and agencies to meet the needs being presented to the service. The Outreach worker will also undertake court accompaniments to assist and support women in seeking court order. This entails support visits prior to applications to gather all information and after court accompaniment to ensure all aspects of orders are explored and support is offered. Staff may need to give evidence where required in court. This role is to create awareness within the community alongside prevention and early intervention for those experiencing domestic abuse. Staff are expected to attend networking events within the community and with other professionals in an awareness raising piece regarding referral pathways |
| **Terms and Condition** | * Hours of Work: 37.5 hours per week
* Location: Drogheda – Outreach locations can vary out within the community
* Contract Type: One Year Fixed Term
* €42,900
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| **Duties and Responsibilities** | * To support women who have been subjected to domestic violence at a safe and suitable location, listen and provide emotional support around their experiences of domestic violence and to facilitate options for a future free from domestic violence
* To develop through engagement with the participants a support plan focusing on the individual needs providing practical and emotional support, including safety planning.
* To provide support, assistance, and advocacy to participants: including court, housing, health, social welfare, rights, and entitlements.
* To facilitate workshops and sharing information with groups and professionals on the issue of domestic abuse awareness and to educate on recognise, respond, refer.
* To be responsible for the transition house, liaising with relevant agencies, identifying eligible families, and working to ensure that adequate practical and emotional support is provided.
* To accompany women to family court applications and hearings, legal aid appointments, Garda stations, etc., as necessary, and provide pre and post court support.
* To assist and support women to remain in their homes were safe, including safety planning.
* To develop referral links for women with local support services and networks.
* To ensure that residents who are leaving Refuge are aware of the ongoing outreach support available to them
* To create community awareness regarding the issue of Domestic abuse and best practices in combating it
* To network and develop links with local service providers relevant to clients’ situations including Gardai, Schools, Housing authorities, social welfare, Women’s groups, Social Work, Hospitals, Doctor Surgeries, Counsellors, Youth services, Family Resources Centers, etc.
* To always observe and enforce a policy of strict confidentiality in relation to all aspects of the work.
* To always work according to organisational policies and best practice.
* To maintain and update accurate records of all files and any associated paperwork and CRM systems, including updating the database notes, in a timely and professional manner i.e., Handover and eSafe.
* To liaise / make appropriate referrals with other agencies while assisting, advocating and supporting clients with their associated support plans.
* To attend and participate fully in all team planning, meetings, training, supervision as part of your professional development provided by the organisation
* To work according to Children First guidelines and DWCR Child Protection, Safeguarding and Welfare policy.
* To always represent the work and ethos of the organisation in a professional and respectful manner.
* To work under the direction and guidance of Management to ensure the highest possible level of care is always maintained.
* Liaise with and inform the Service Support Manager on a regular basis, of issues arising from work
* Prepare and compile statistics relevant to your work
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| **Other** | * Work as part of a team, liaising with other staff in relation to services for women/children/families
* Maintain appropriate professional boundaries with clients and colleagues
* Promote the philosophy of empowerment, self- help, and mutual aid
* Attend court hearing and give evidence as required
* Perform such duties appropriate to the post, which may be assigned by the Manager or service support manager
* Ensure standards are maintained and adhered to in line with policy, procedures, and legislation.
* Access the designated person on call when required in line with policy and Children’s First Legislation
* Representing the organisation in various settings as required
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| Qualification, Knowledge, and skills required | Third level Qualification at degree level in social care, social science, or related field* A minimum of 3 years relevant experience working in a social care setting, housing development or related context with women/ families/children
* Theoretical and practical knowledge and understanding of domestic violence
* Knowledge and understanding of the challenges and issues affecting women and children experiencing domestic violence
* Understanding and working knowledge of Domestic Violence Act/Children’s First Legislation/Child Care Act
* Knowledge around Risk assessment/Safety and Care planning is essential

**Skills** * Experience facilitating groups / workshops
* Excellent communication skills
* Excellent report writing skills
* Excellent organisational skills
* IT and Database skills
* Ability to lone work safely

The person must also demonstrate the following personal Attributes: * Passion for change around Domestic Violence
* Confidence in delivering awareness materials
* Flexibility/Adaptability
* Self-Motivation
* Dependability
* Empathy
* Independence
* Resilience
* Initiative
* Experience of inter-agency work
* Full driving license and access to own transport
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| Experience | Experience of dynamic case management * Individual client work and group work
* Experience working in the community
* Networking and relationship building with stakeholders in the community
* Providing training and presentations in person and virtually
* Domestic violence advocacy
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| Compensation and Benefits | * Pension: 5% employer’s contribution to employees through our Pension Scheme (5% of annual basic salary).
* Annual leave/Public Holidays: Entitled to 23 days (incl. 2 Grace Days) of annual leave exclusive of public holidays.
* Education Support: this is available to staff where resources are available as per our staff handbook
* Well Being: DWCR strives to be a good place to work, and we have an Employee Assistance Programme, In-house Social Club, Supervision with your line manager every 6 weeks
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