

JOB DESCRIPTION

JOB TITLE: NO RECOURSE TO PUBLIC FUNDS/EEA NATIONAL OUTREACH OFFICER	
LOCATION: CROYDON & BROMLEY	
REPORTS TO: OUTREACH SERVICES MANAGER	SALARY: £ 26,469.00
MAIN PURPOSE OF JOB	
<p>To provide support services to women with No Recourse to Public Funds (NRPF) and EEA nationals in refuge and in the community who suffer domestic abuse and other forms of VAWG.</p> <p>To empower survivors by providing them with emotional, practical and welfare support.</p> <p>To ensure that women are enabled to access their rights and are informed about their options.</p> <p>To reach out to BME and EEA nationals communities and raise awareness of domestic abuse and local services offered.</p> <p>To support and implement the aims and objectives of Bromley & Croydon Women's Aid.</p> <p>To ensure that all work is undertaken in accordance with Bromley & Croydon Women's Aid policy and procedures.</p>	
DUTIES AND RESPONSIBILITIES:	
<p>Make assessments of potential clients with NRPF and EEA nationals with additional support needs, where appropriate together with other support agencies. Wherever possible, to refer clients on to other agencies if they are not eligible for support from BCWA.</p> <p>Carry out risk assessments; safety planning, support planning, crisis input and engaging with clients in order to deliver positive outcomes.</p> <p>To support the empowerment of survivors, assisting them to recognise the dynamics of domestic abuse present in their own situation, and to help them regain control of their lives.</p> <p>Signpost service users to relevant specialist support as identified.</p> <p>Work with volunteers and staff to provide holistic support and overcome any language barriers.</p> <p>Demonstrate a good awareness of the needs and issues specific to women with NRPF women and EEA nationals, and the specific challenges that working with these clients might bring.</p> <p>Assist with the development of promotional material about the service, and information packs to distribute to agencies and service users to increase referrals to domestic abuse specialist services.</p> <p>Liaise with other relevant staff members to reach out to BME communities and minority ethnic groups to ensure victims of DV & VAWG in the community are aware of their rights and of the services offered in the community.</p> <p>Ensuring liaison with all agencies striving for excellence in provision of support and understanding around impact on women who are affected by domestic violence with immigration issues.</p>	

Provide information, support, advocacy and appropriate referrals for service users on issues such as: - Domestic Abuse, Housing, Education, Health, Employment, Counselling, Welfare Benefits, Legal Rights, and Child Protection.

Develop individual safety plans and support plans, which address the risk of harm to survivors of domestic violence and their children, and to ensure that such plans are in place for each service user.

Carry out effective support planning, risk and additional needs assessments to identify factors such as mental ill-health, substances misuse, safeguarding and debt issues.

Develop and ensuring service user participation.

Maintaining up to date knowledge on issues relevant to the service users accessing support.

Assisting in the development of continuous improvement of BCWA services.

Work proactively to seek out solutions to problems with solution focused approach to the partnership project team.

Provide support and information to MARAC and multi-agency meetings where appropriate.

Work and deliver support in such a way that promotes service users independence, dignity and choice at all times and be accountable for the decision making process.

To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of your line manager, or if unavailable another manager.

To work in partnership with other agencies and to advocate for survivors to ensure their needs are met.

To be an ambassador for BCWA, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic violence and their children.

To work within BCWA's quality management system following all policies and procedures.

Produce reports and provide required data to facilitate Bromley & Croydon Women's Aid monitoring and evaluation systems and procedures.

Maintain client records on BCWA's database.

To maintain confidentiality and to ensure that professional boundaries are observed when working with service users, staff, volunteers and external bodies and to work within BCWA's Code of Conduct.

To ensure that security of sensitive information is maintained and complies with the requirements of GDPR.

Work and deliver support in such a way that promotes service users independence, dignity and choice at all times and be accountable for the decision making process

Ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of your line manager, or if unavailable another manager

Recognise, respect and address the needs of service users who face particular barriers when seeking help to access the service, including those from BME communities, LGBT communities, disabled people, women and girls with complex needs and other hard to reach groups

Undertake any duties consistent with the post as may be reasonably requested by BCWA.

This job description accurately reflects the requirements of the job at the time of writing but may be subject to change from time to time to meet the changing needs of the organisation.

PERSON SPECIFICATION

JOB TITLE: NRPF/EEA OUTREAC OFFICER	
Individual Requirements	
Section	Criteria
Qualifications	Good standard of education (demonstrable qualifications and/or experience in the field of domestic violence accommodation and support.
Experience/Special Knowledge /Skills	<ul style="list-style-type: none"> • An excellent working knowledge of key issues faced by women with no recourse to public funds that have experienced Domestic Abuse and VAWG. Able to apply this knowledge at a practical level. • The ability to demonstrate a sound understanding of the obligations of a local authority for clients who are NRPF or EEA nationals. • Experience of identifying and responding to the risks to and needs of survivors of domestic violence • Ability to provide welfare and emotional support for clients who are NRPF or EEA Nationals. • Experience of providing information and advocacy support in one or more of the following areas: - Housing, Welfare Benefits and/or Domestic Violence. • Knowledge of risk assessments, safety planning and support planning. • Knowledge of relevant legislation relating to Immigration, so called Honour-based Violence, Forced Marriage and FGM. • Knowledge of Health and Safety in a supported housing environment. • Experience of working with minority groups. • Relevant experience outside BCWA. • Experience in the field of domestic violence, victim support and/or criminal justice.
Technical and Professional Skills	<ul style="list-style-type: none"> • Ability to work with voluntary organisations, local authorities and government agencies on behalf of women. • Hold a full driving license, have access to a vehicle and be willing to travel locally is preferable. • Good communication skills. • Experience of managing basic administrative systems.

	<ul style="list-style-type: none"> • Training and qualifications in the provision of advice and advocacy on issues such as housing, welfare benefits and domestic violence. • Good working knowledge of IT system and databases.
Personal Attributes	<ul style="list-style-type: none"> • Understanding of and commitment to Equal Opportunities • Commitment to social justice and the empowerment of women who have experienced domestic violence and VAWG. • Demonstrated ability to work in a team. • Good attendance record and ability to cope with pressure. • Adapts/reacts to changing situations positively • Switches between different responsibilities and manages priorities effectively • Suggests ideas for new ways of working. • Takes initiative. • Self-motivated, proactive. • Meets deadlines without needing to be chased/monitored. • Consistently achieves objectives on time. • Deals effectively with internal and external contacts. • Resolves conflict effectively. • Maintains an even keel with contacts even when under pressure. • Possession of sound keyboard skills and good skills using Windows software and Database system. • Able to devise systems and procedures to support the quality of work. • Able to provide clear and concise written and oral advice on complex and sensitive issues.

This post is subject to Rehabilitation of Offenders Act 1974. A criminal record will not necessarily exclude you from this post but under the Act, we must have details. An Enhanced Disclosure will be sought in the event of a successful application for this post and therefore you will be required to give details of spent and unspent convictions disclosed above. BCWA operates under the Revised Code of Practice for Disclosure and Barring Service.

***Female applicants only. BCWA is committed to equality of opportunity and encourage applications from all sectors of the community. In light of the nature of work, the candidate's gender is considered to be an occupational requirement in accordance with Schedule 9 (part 1) of the Equality Act 2010.**

In partnership with