

## JOB DESCRIPTION

<b>JOB TITLE:</b> YOUNG PEOPLE'S OUTREACH OFFICER
<b>DEPARTMENT:</b> Outreach Services
<b>REPORTS TO:</b> Outreach Services Manager
<b>MAIN PURPOSE OF JOB</b>
To provide support & awareness services to young women and girls at risk of domestic abuse in Bromley & Croydon.
<b>PRINCIPAL ACCOUNTABILITIES</b>
<p><b>Outreach Service:</b></p> <ul style="list-style-type: none"> <li>• Provide 1:1 outreach support to young women (aged 13-20) who have experienced domestic abuse and are living in either Bromley or Croydon</li> <li>• Provide information, support and advocacy for young women and girls in the community on a one to one basis on issues such as: - relationship abuse, housing, education, health &amp; wellbeing, employment, counselling, welfare benefits, legal rights etc</li> <li>• Deliver peer support groups in schools, colleges and other youth settings on healthy relationships and create a safe space for young women. The sessions should cover issues such as healthy relationships, consent, self-confidence, self-blame, control, online safety etc.</li> <li>• Co-facilitate a 6-week support group for young women aged 16-25 who have experienced domestic abuse</li> <li>• Work closely with BCWA's Young People's staff</li> <li>• Work closely with part-time YP Outreach Officer in job-share</li> <li>• Deliver preventative workshops in schools, colleges and other youth settings</li> <li>• Provide the services allowing service users to feed into service delivery</li> <li>• Use outcome framework and tools to measure outcomes for young people using the service</li> <li>• Collate feedback from service users and feed into wider service monitoring and evaluation of BCWA's services</li> <li>• Develop proactively links with specialist statutory and voluntary organisations to meet the needs of young women and girls</li> </ul>

- Provide support and information to MARAC/ refer into MARAC and multi-agency meetings when required
- Promote the service to partner agencies and young women and girls
- Signpost clients to specialist support as appropriate
- Identify local partner agencies and for the development and delivery of services for young women and girls
- Establish locations for service delivery
- Co-produce services for young women and girls who are experiencing or are at risk of relationship abuse
- Develop a range of tools to allow service users to feedback and influence the services, such as focus groups and feedback forms
- Work with local agencies to develop tailored programmes for young women and girls
- Develop promotional materials and activities to market the service

#### **General Duties:**

- Maintain up-to-date knowledge on issues relevant to this client group and of developments in the sector
- Assist in the continuous improvement of BCWA's services
- 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
- 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
- Work within BCWA's quality management system following all policies and procedures
- Produce reports and provide required data to facilitate BCWA's monitoring and evaluation systems and procedures
- Ensure that the views and experiences of women and agencies are sought actively, recorded carefully and inform the development of the service

- 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
- Act in accordance with and implementing all BCWA's policies and procedures
- Attend and participate in regular training when required
- Attend regular supervision, staff and other meetings
- 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: SUPPORT OFFICER**

Section	Essential Criteria
Education and Qualifications	<ul style="list-style-type: none"> <li>• Good standard of education (demonstrable qualifications and/or experience in the field of domestic violence and support).</li> </ul>
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> <li>• Experience of working with vulnerable young people and women at least some of which are women or girls affected by domestic abuse and other forms of gender-based violence</li> <li>• A sound working knowledge of the practical, emotional, social and economic issues facing women and girls affected by domestic, sexual and intimate relationship abuse</li> <li>• Experience of multi-agency partnership working</li> <li>• Experience of supporting vulnerable women and girls in one to one and in group settings</li> <li>• Experience of developing and facilitating group workshops with young people utilising varied skills to engage young people</li> <li>• Experience of providing advice and advocacy support in one or more of the following areas: -</li> </ul>

	<p>Housing, Health &amp; Wellbeing, Welfare Benefits, Domestic abuse and VAWG</p> <ul style="list-style-type: none"> <li>• Knowledge of relevant legislation relating to Domestic Abuse</li> <li>• Knowledge of Health and Safety and Safeguarding when working with vulnerable people</li> <li>• Experience in the field of domestic violence, victim support and/or criminal justice</li> </ul>
Technical and Professional Skills	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Experience using a database to record client's progress</li> <li>• Excellent IT skills including Windows, MS Office and the use of database systems</li> </ul>
<ul style="list-style-type: none"> <li>• Personal Attributes</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of and commitment to Equal Opportunities</li> <li>• Commitment to social justice and the empowerment of women who have experienced domestic violence</li> <li>• Demonstrated ability to work in a team</li> <li>• Good attendance record and ability to cope with pressure.</li> <li>• Adapt/react to changing situations positively</li> <li>• Switch between different responsibilities and manage priorities effectively</li> <li>• Suggest ideas for new ways of working, takes initiative</li> <li>• Self-motivated, proactive</li> <li>• Meet deadlines without needing to be chased/monitored</li> <li>• Deal effectively with internal and external contacts</li> <li>• Resolves conflict effectively</li> <li>• Maintains an even keel with contacts even when under pressure</li> <li>• Able to provide clear and concise written and oral advice on complex and sensitive issues</li> </ul>