

**JOB DESCRIPTION**

<b>JOB TITLE:</b> Child Support Officer (Therapeutic)	
<b>SECTION:</b> Refuge & CYP Team	<b>DEPARTMENT:</b> CYP
<b>REPORTS TO:</b> Young People & Children's Services Team Leader	
<b>RESPONSIBLE FOR:</b> Child Support Officer (Therapeutic)	<b>Full/Part-time:</b> 35 hrs per week
<b>MAIN PURPOSE OF JOB</b>	
<p>To provide early intervention therapeutic support to children and young people living in BCWA's independent refuges and move-on dispersed accommodation, who have been affected by domestic abuse.</p> <p>To ensure all support work is person-centred and follows trauma-informed best practice.</p> <p>To work with children and young people in a therapeutic manner (utilising creative, arts and play therapy in one-to-one sessions and group work) to explore issues of domestic abuse, trauma and any other issues they may be facing; to support their recovery.</p>	
<b>PRINCIPAL ACCOUNTABILITIES</b>	
<p>Develop and deliver a comprehensive programme of one-to-one support, group therapeutic play sessions, and shared activities for children who are victims of domestic abuse residing within refuge. Including school holiday play schemes and after school club; offering a range of specialist 1:1 and group bespoke activities for children.</p> <p>Plan the delivery and evaluation of a broad, varied and appropriately structured range of stimulating play/learning opportunities for children that encourage children from all backgrounds to develop and express themselves; in a high-quality caring and child-centred environment, whilst ensuring choice for children is always maintained.</p> <p>Work to increase confidence among parents, children &amp; volunteers, so children with widely differing abilities can benefit from meeting and playing together.</p> <p>Work in partnership with mothers to identify children and young people's support needs and to ensure those needs are met, undertaking needs analysis for each child and young person, to ascertain the level of support needed and the type of activities required.</p> <p>Meet the individual needs of all the children by adhering to and carrying out tasks relating to their personal plan.</p> <p>Refer appropriately to relevant agencies and services including social services, parenting and relevant therapists.</p> <p>Work closely with the other BCWA Child Support Officers and with the wider YP and Children's team to organise and deliver activities and outings during school holidays.</p>	

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Providing fun and creative activities for children and their mothers together where appropriate, utilising 'drawing and talking therapy' or similar, innovative, age-appropriate tools in delivery.

Providing childcare so that mothers can speak freely about their experiences of abuse and make safety plans without their child being present and to enable them to attend meetings with solicitors, police, and other agencies.

Supporting volunteers to increase and strengthen service provision.

To participate in the development of informative literature for women and children, including a children's introduction pack, which is to be kept up-to-date.

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Provide regular reports regarding activities and outcomes on a regular basis in line with the grant requirements.

Assisting with evaluating the suitability of equipment and other resources to inform future purchasing.

To provide monthly reports to the Young People & Children's Services Team Leader about work that has taken place, feedback from service users and produce statistical information about participation

Review 1:1 provision regularly to ensure that needs are being met during the length of the support.

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Ensuring sensitive and open communication with children's mothers through regular dialogue, to keep all informed of the child's activities and progress.

Ensuring the environment, activities and resources are welcoming, accessible and appropriate for the ages and stages of development of children attending, Undertaking risk assessment for all activities to ensure that all health and safety requirements are met.

Ensuring all play areas, equipment and activities comply with Health and Safety requirements, the Children Act and other relevant legislation.

Ensuring that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the service manager, or if unavailable another manager.

Modelling good practice in work with the children and mothers, and ensure that poor practice is challenged.

Working with Refuge Officers to ensure a package of support is provided to children and their mothers, ensuring sensitivity to cultural needs and to address issues such as discrimination and other barriers to accessing services. Provide practical information and assistance to women about local services for children, such as play schemes, nursery, or schools.

Setting up and maintain an inventory of all CYP team equipment and resources.

Undertaking administrative tasks and keep records of service activity as required. This will include providing details of activities to the fundraising team so they can update funders.

Act as a positive role model for mothers/children, volunteers and other staff, including carrying out positive behaviour management.

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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

Be an active member of the team, helping to cover the work of the team during absences, vacancies or when a colleague is under pressure, and liaising and coordinating with colleagues to provide an effective and cohesive service for clients. Share previous experience, skills and knowledge, which may be relevant to the team in providing its service.

Work within and support BCWA's policies and procedures, including maintaining confidentiality and professional boundaries across all of your work.

Be the voice of the children and young people we represent by ensuring that their experiences are accurately reflected.

Ensure that the needs of all BCWA clients are respected, especially those who face barriers to accessing services because of ethnicity, sexuality, disability or other hard to reach groups.

To maintain an awareness of the issues surrounding domestic abuse on a national and local level with a particular reference to those related to working with children and young people.

Attend regular supervision, staff and other meetings

Assist in the continuous improvement of BCWA's services

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

**This job description is an accurate reflection of the responsibilities of the post at the time of writing but may be subject to change from time to time to meet the changing requirements of the Organisation.**

## PERSON SPECIFICATION

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Section	Criteria
Education and Qualifications	<ul style="list-style-type: none"> <li>• Good standard of education to GCSE level coupled with a relevant NNEB/NVQ level 3 in Early Years Care and Education, Play work or equivalent</li> <li>• Demonstrable qualifications in the field of domestic violence and support are desirable</li> <li>• At least 6 months experience working with children or young people.</li> </ul>
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> <li>• Significant professional experience of domestic abuse, managing risk and promoting recovery of children and young people</li> <li>• Good knowledge of Women’s Aid Helping Hands / Healthy Relationships or similar programmes</li> <li>• An excellent working knowledge of the challenges faced by children who have experienced domestic abuse</li> <li>• Experience of working with vulnerable children at least some of which are affected by domestic abuse</li> <li>• A sound working knowledge of the practical, emotional, social and economic issues faced by survivors of domestic abuse</li> <li>• An understanding of the voluntary sector</li> <li>• Experience of, and a passion for, working in a small organisation</li> <li>• Excellent communication skills in written and spoken English, and the ability to adapt this to suit a wide range of audiences ranging from survivors of domestic abuse to public presentations</li> <li>• Strong interpersonal skills and the ability to quickly develop positive relationships with a wide range of stakeholders</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of multi-agency partnership working</li> <li>• Experience of supporting vulnerable children in one to one and in group settings</li> <li>• Experience of developing and facilitating group workshops with children utilising varied skills to engage them</li> <li>• Knowledge of Health and Safety and Safeguarding when working with vulnerable people &amp; children</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> <li>• Current driving licence with regular use of own vehicle</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• Understanding of and commitment to Equal Opportunities.</li> <li>• Commitment to social justice and the empowerment of survivors of domestic abuse and gender-based 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>• Resolve conflict effectively</li> </ul>

	<ul style="list-style-type: none"><li>• Maintain 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>
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