



DOMESTIC ABUSE SAFETY UNIT – NORTH WALES

**JOB TITLE - FLOATING SUPPORT WORKER - JOB DESCRIPTION**

<b>Hours of work</b>	Full time - 37.5 hours per week
<b>Responsible to</b>	Floating Support Conwy
<b>Salary</b>	£24,902 (£12.77 p/h)
<b>Work location</b>	Conwy
<b>Function</b>	To provide outreach support to people in Conwy who have experienced domestic abuse

**This post is subject to an enhanced DBS check.**

- The post is to provide professional advice, information, and outreach support to survivors of domestic abuse in Conwy.
- The post holder will work as part of a team who provide a range of support services that aim to reduce risk and maximise the safety of individuals and families referred into the service.
- The role of the floating support worker will fill a gap in current service provision by visiting survivors of in their own home or at an agreed safe location.
- The post holders will be required to attend appointments with clients as necessary and must ensure that personal motor insurance reflects this. The post holder will be covered by DASU's indemnity insurance for support work.
- Referrals to the floating support project will be referred by a range of services including Police, Health, Refuge, Social Services, self-referrals or Drop in service.
- The post holder will therefore address any immediate risk. The post holder will also address any further or on-going issues as initially identified.



- The post holder must have a thorough understanding of the nature of risk and its management (within a multi-agency framework) and the ability to focus on and prioritise individual client need.

## **RESPONSIBILITIES**

- The post holder will assess all new referrals and prioritise need according to urgency and the continued application of risk management.
- The post holder will work closely with the other floating support team members to ensure that work is allocated with the client best interest a priority. This may involve joint working with certain people referred into the project (at least in the first instant).
- The post holder will manage own case load; to be reviewed monthly at supervision meetings. The post holder will be expected to prepare for and participate in these meetings and all other all relevant DASU meetings.
- The post holder will diarise appointments and keep line management informed of personal working location, strictly following DASU lone safety working policy.
- The post holder will keep confidential and accurate records of all contact with clients and use DASU client monitoring and outcomes measurement procedures providing timely statistical data as requested.
- The post holder will receive regular line management from the floating support team leader and also be required to participate in individual supervision. The role expects that the post holder will keep line management informed of urgent issues arising during the course of work that require intervention (e.g. child protection issues / changes in risk).
- The post holder will be expected to undertake on-going training as part of continuing professional development.
- The post holder will be expected to strengthen DASU's position as leading specialised domestic abuse service within North Wales by consolidating and improving



community links and relationships with other statutory and voluntary agencies. The post holder will be required to facilitate presentations regarding the project to share knowledge and good practise.

- The post holder will have a flexible approach to working hours supporting clients outside of normal working hours where necessary and strictly in line with DASU lone working policy.
- The post holder will be expected to take part in DASU 'on call' rota and take annual leave and TOIL entitlement with care to ensure that the project has adequate cover in place.
- The post holder will be accepting a role that requires intense emotional labour; it is essential that the post holder actions good personal boundaries and the ability to maintain a clear sense of client –centred objectivity.

The post holder will utilise a comprehensive range of options that are available to ensure that people who are referred into the floating support project are provided with mutually agreed and personally tailored practical assistance, information and emotional support that helps them to maximise opportunities and improve their experience or circumstances in the following areas:-

- Personal Safety and Well - Being
- Legal Options
- Financial Income / Management
- Personal Physical and Mental Health
- Child Protection Issues
- Employment and Education Opportunities
- Personal difficulties with Drugs and Alcohol Misuse
- Personal Motivation and Independence
- Social Networks and Family Life



The post holder will maintain a robust awareness of the changing nature of risk within a domestic abuse setting, using appropriate and agreed information sharing protocols to manage any changes effectively and safely. The post holder must be an excellent communicator, able to meet people at their stage in the processes of change and be able to motivate people to make positive changes with sensitivity and awareness of individuality.

For more information please see DASU's website [dasunorthwales.co.uk](http://dasunorthwales.co.uk) to request an application form.