

12-month secondment
Job Description & Person Specification
Female Family Support Keyworker

Job Title	Family Support Keyworker
Department	Swindon Women's Centre (Women's Community Services)
Location	Swindon Women's Centre
Duration	12 months fixed term role Swindon BC
Hours	37.5 hours per week (<i>flexibility to work outside of normal working hours as required</i>)
Pension	As per current Swindon BC employment terms

Secondment is open to permanent Swindon BC employees. You will need the permission of your line manager to apply. Post the 12-month secondment, the post holder will return to their substantive perm. post in Swindon Borough Council.

The role is exempt under the Equality Act 2010, Schedule 9, Part 1, and therefore applications can only be accepted from female candidates.

Applications open between the 07/10/24 – 21/10/2024

Purpose

As a Domestic Abuse family support worker, you will be delivering an innovative new service supporting women who have children and or are pregnant and experiencing multiple and complex needs who may find it difficult to access and engage with mainstream support services. This service aims to address this gap through intensive wrap-around, holistic support through key-working some of the most vulnerable families across Swindon with needs that include domestic abuse, substance misuse, mental health, poverty, and other complex needs that have led to their involvement with children social services.

This project addresses our internal waiting list of referrals and will establish a direct referral pathway from Swindon Borough Council to our Women's Centre in Swindon. The Women's Centre provides a range of interventions and support to women experiencing multiple and complex needs to reduce social harms such as homelessness, substance misuse, mental and physical illness, extreme poverty, and violence and abuse.

As the woman's allocated keyworker, you will offer one-to-one practical and emotional support and support in delivering group interventions to keep the family together. As well as the mother achieving and sustaining long-lasting change by raising self-esteem, and self-efficacy and enhancing social and recovery capital. You will work in collaboration with children's social care delivering effective support and working together to safeguard the family.

Service Delivery Tasks

- To undertake a comprehensive assessment of a woman's needs, including her social care involvement and plan as well as her health, psychological, and social needs.
- To engage women and offer 1-1 practical and emotional sessions and group work that is needed to address the reasons why there is social care involvement. To work collaboratively with the assigned social worker and ensure we are aligning our support to what is required.
- To work collaboratively with women to develop support plans based on individual needs and SMART goals aimed at promoting long-lasting change.

- To ensure the case management system is up to date and risk management is monitored and you are recording data accurately and in a timely manner which will be monitored in line-management.
- To be aware of other outside agencies and support, and support clients to access appropriate agencies in relation to support plan or presenting need.
- To attend multi-agency meetings where appropriate and in accordance with support/safety plan needs, additionally to act as an advocate for women within these forums.
- To develop relationships with partner organisations to provide a co-ordinated multi agency response to women experiencing multiple and complex needs.
- To attend Family and/or Criminal court when necessary and support women whether appearing as offender or victim and support them through the court process.
- To be aware of and work to relevant client confidentiality and information sharing protocols.
- To provide assertive outreach services for women as necessary or as directed.
- To work from satellite bases when needed
- To be aware of, and work to Swindon and Nelson Trust Safeguarding principles, practice and procedures.
- To seek immediate advice from the Nelson Trust designated Safeguarding Lead/s on any matter of concern regarding safeguarding.
- To facilitate group intervention as agreed with your line manager.
- To contribute to the development of services and the service delivery model.

General Administration/Support Tasks

- To make use of internal line management and supervision as provided.
- To be responsible for own safety and others affected by your activities and to ensure adherence to the Nelson Trust policies and procedures regarding Health & Safety including lone working.
- To be aware of and work within Nelson Trust policies and procedures particularly those relating to Safeguarding/Protection; Confidentiality and Staff Code of Ethics.
- To be aware of and work within relevant governing standards as notified to you.
- To attend training and development sessions as relevant and as provided.
- Attend all relevant meetings as and when directed or identified, which will include attendance at multiagency meetings.
- Contribute toward the evaluation and monitoring of the service.
- Contribute toward data collation and reporting.
- To participate in the overall delivery of the Nelson Trust Women's Services.
- Develop own practice by maintaining and improving knowledge of relevant work practices.
- Perform any other duties as may be reasonably expected from you as directed by line management.

Risk Management Staff at all levels have a responsibility for ensuring that risks are managed at work. This will include, but not be limited to, managing, reputational, operational, financial, business continuity, health & safety and information governance risks. This process will include the assessment and effective control of all acceptable risk situations. As an employee you will be expected to maintain a high level of awareness and assist in the process of reporting incidents, assessing risks and reporting unsafe occurrences and co-operate with any investigations undertaken. Employees will be required to adhere to all Trust policies and procedures and to undertake statutory and mandatory training.

Quality and Governance Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any governance matters, they should raise them with their line manager, or a more senior member of management.

Safeguarding Nelson Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Equality & Diversity Through personal example and clear action demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all.

Health & Safety Under the provisions contained in the Health and Safety at Work Act 1974 it is the duty of every employee to: promote the Health and Safety at work policy and procedure and ensure these are implemented effectively within the department.

Information Governance It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales
- Maintain the confidentiality of their passwords / usernames.

Health and Wellbeing The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

The Nelson Trust periodically reviews job descriptions to ensure that they reflect the requirements of the role as the service develops.

Probationary period:

All posts within The Nelson Trust are subject to a six-month probationary period with a mid-point review at 3 months. This post is exempt from the Rehabilitation of Offenders Act (1974) as it involves access to vulnerable adults and/or children and successful applicants will be required to undertake an enhanced level Disclosure & Barring Service Check. Applicants must be prepared to disclose any convictions they may have and any orders, which have been made against them. Our organisation is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

This post is exempt under the Equality Act 2010, Schedule 9, Part 1

Person Specification

Requirements	Essential	Desirable
Previous experience of working with women with complex needs	✓	
A willingness to deliver group programmes in the field of emotional health, wellbeing and relationships	✓	
Car driver with full access to a vehicle and willingness to travel. There is an expectation that you will be required transport clients or volunteers in your own vehicle on occasion (business insurance cover will be reimbursed)	✓	
An awareness of trauma-informed approaches of working with women.	✓	
An awareness of gender-specific issues which women may be experiencing.	✓	
Knowledge of a range of relevant local services and women's entitlements and how to signpost clients to appropriate services		✓
Knowledge of the benefits system including housing related support payments.		✓
Aptitude to prioritise tasks, manage time and act on own initiative	✓	
Ability to undertake data recording, evaluation and report-writing with good computer literacy and administrative skills	✓	
Ability to understand, empathise and uphold The Nelson Trust ethos, aims, principles	✓	
Experience of adhering to organisational policies, particularly with regard to child and adult safeguarding	✓	
Knowledge and understanding of working with domestic violence cases.	✓	
Ability to prioritise and manage a caseload	✓	
Ability to communicate with, develop, and maintain constructive working relationships with a wide range of people using excellent interpersonal and communication skills.	✓	
Knowledge of working with mothers and families; a knowledge of child protection & safeguarding issues	✓	
An ability to demonstrate a non-judgemental, respectful and empathic approach throughout their work	✓	
Understanding of both mental and physical health issues	✓	
Ability to work under pressure and manage high levels of distress	✓	
Knowledge of the needs of women in the perinatal period	✓	
Good team player with the ability to use own initiative and work independently	✓	

Application Process

If you are interested to take on this role you'll need to firstly gain your managers agreement.

Then submit your expressions of interest via email, including your CV, your current role, managers name, and how you meet the person specifications in the job description.

Title the email "**12-month secondment role**", including your contact details.

Please email this to Sue Caul, at SCaul@swindon.gov.uk who is based in the children services commissioning team.

An initial screening process will take place and if you satisfy the requirements of the role then there you will be invited to a joint interview with Nelson Trust.