



torus

Job Description

Job Title:	Domestic Abuse Outreach Worker (DVO)
Employer:	Torus
Location:	Liverpool/St Helens/Warrington
Salary:	£33,233
Responsible to:	Domestic Abuse Team Leader
Responsible for:	Providing practical advice and support to people and families suffering domestic abuse and assessed at medium to high risk

PURPOSE OF THE POST

To provide a high-quality professional advocacy service to people and families often with complex needs who have been assessed at high risk of suffering from domestic abuse.

To provide specialist knowledge and advice to other team members, partners and clients.

To keep up to date with legislative changes and best practice regarding domestic abuse.

To share own knowledge, skills and professional updates, to support up-skilling and development within internal and external teams.

Raise awareness of domestic abuse and its effects on families.

KEY RESPONSIBILITIES

1. Undertake MeRIT risk assessment to determine level of risk and needs of people and families suffering domestic abuse.
2. To represent the client at Multi Agency Risk Assessment Conference (MARAC).
3. In partnership with other agencies develop plans to protect high risk people and their families whilst maintaining an independent role on behalf of the client keeping their safety a key focus of the plan.
4. Work with high-risk victims to help them access services to keep them and their children safe.
5. Provide advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance.
6. Attend court hearings with the client where support is required.
7. Manage a case load to promote independent living, ensuring each client receives the appropriate service individual to their personal circumstances.
8. To accurately record risk assessments, support plans and outcomes in case management systems.
9. Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation and assist them to regain control of their lives.



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- 10. Make referrals to specialist partners, both internal and external, where appropriate.
- 11. Continuous assessment of own personal resilience level seeking support where required.
- 12. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authorities and Torus Safeguarding Policies.
- 13. Health and Safety**
 - 13.1** Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.
- 14. Equality and Diversity**
 - 14.1** Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.
- 15. Safeguarding**
 - 15.1** To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

Person Specification

Job Title: Domestic Abuse Outreach Worker

Employer: Torus

Location: Liverpool/St Helens/Warrington

Criteria	Essential / Desirable?	Method of assessment
1. Appropriate professional qualification GCSE grade 3 and above education or equivalent relevant qualification, training or experience. Evidence of and commitment to continual professional and personal development Domestic Abuse qualification CIH Level 3 or willingness to work towards	E E D E	C C/AF C/AF C/AF/I
2. Experience and Track Record Experience of working and engaging with people and families suffering from domestic abuse. Knowledge of domestic abuse legislation and best practice. Track record of completing assessments and developing support plans with targets and outcomes for clients. Track record of managing a case load and multi-agency working. Experience of crisis management, risk minimisation and of making decisions in difficult situations	E E E E E	AF/I AF/I AF AF AF/I

Person Specification

Evidence of managing personal resilience when dealing with difficult situations and identifying mechanisms to deal with these.	E	AF/I
Knowledge and Experience of Safeguarding Practices and Procedures	E	AF/I
Track record of building a rapport with clients whilst maintaining professional boundaries.	E	AF
Demonstrates a commitment to E&D in the workplace and in the delivery of services to customers and the community.	E	AF
Demonstrates a commitment to H&S to ensure safe operations and environment for staff and customers.	E	AF
Evidence of operating collaboratively/ as one team to take collective responsibility for overall performance.	E	I
Ability to use a range of ICT software packages and systems.	E	AF
Experience of delivering training	D	AF
3. Managing Change		
Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice.	E	AF/I
Anticipates reactions to change and new interventions and suggests appropriate responses.	E	AF/I

Person Specification		
4. Leadership and Vision Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.	E	AF/I
5. Interpersonal Persuasion and Influencing Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement. Passionate, committed and self-motivated to inspire others to change.	E E	AF/I AF/I
6. Communication Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect. Competent user of the digital/social media channels and their role in communication and driving business success.	E E	AF/I AF/I
7. Financial & Risk Management Demonstrable governance and financial compliance management experience to ensure robust and compliant operations. Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement.	E E	AF/I AF/I

Key:

AF = Application form

C = Certificate

I = Interview

T = Test

Person Specification



visit torus.co.uk
email recruitment@torus.co.uk

