

**Job Description**

|  |  |
| --- | --- |
| **Job Title:** | **DAWN Inclusion Domestic Abuse Project Worker** |
| **Reports to:** | DAWN Project Lead / SLT  |
| **Location:** | Based at The Tolladine Hub, to travel across South Worcestershire  |
| **Hours:** | Full time 37hrs fixed term until 31st March 2026 Job share will be considered  |
| **Salary:** | £29,582 |

**Worcester Community Trust**

Worcester Community Trust is a registered charity that runs six community centres in the City of Worcester providing facilities for community activities and services for people of all ages. We aim to be at the centre of thriving communities and for our centres to be the hub of community activity to achieve our vision This is your opportunity to be part of a dynamic team helping the Trust achieve ambitious plans for growth.

**Vision:** Worcester: A City where people feel connected, supported, and empowered.

**Mission:** Bringing Communities Together by delivering services and activities for all.

**Organisational Values:**

* We collaborate, working together with local people and partners to achieve more.
* We are Inclusive, access for all, welcome diversity, and valuing uniqueness.
* We are Ambitious, we value innovation and creativity, driving progress, dynamic and visionary organisation.
* Delivering Excellence, investing in our staff, volunteers, and infrastructure to provide quality and professional services.

WCT recognise that value and strength of differing perspectives and experiences within our organisation and are committed to equality of opportunity, to being fair and inclusive, and to be representative of the population we work in. We particularly encourage applications from candidates from Black, Asian and minority ethnic backgrounds, disabled people, LGBTQI+ individuals.

**Role Introduction:** DAWN is a free, confidential, non-judgmental service for individuals who are experiencing or have experienced domestic abuse. DAWN’s ethos is to believe and empower victims, to validate feelings, to dispel myths around domestic abuse, and to enable individuals to make informed decisions to make their own changes.

DAWN supports any individual at all stages of abusive relationships, whether or not they are still living with a perpetrator. DAWN provides a service tailored to the needs of each individual, through an allocated support worker.

**Purpose of the role:** We are seeking a compassionate, culturally competent and committed Inclusion and Diversity Domestic Abuse Worker to join our team, with a specific focus on supporting individuals from ‘hard to hear’, underserved and marginalised communities. This includes, but is not limited to, LGBTQ+ individuals, Black and minoritised communities, people with disabilities, refugees and asylum seekers, and those facing cultural or language barriers.

You will provide trauma-informed, person-centred 1:1 support to any individual experiencing or at risk of domestic abuse, ensuring our service is accessible, inclusive, and responsive to the unique needs of marginalised groups

You will play a critical role in making our domestic abuse service more accessible, inclusive, and equitable. Working both directly with survivors and in partnership with grassroots organisations, cultural groups, and statutory services

**PRINCIPLE TASKS**

* Provide culturally sensitive 1:1, face to face targeted support to individuals of any gender from marginalised and underserved communities for those who have experienced or are experiencing domestic abuse
* Carry out and record an assessment of risks, needs and support required, implement a safety and support plan for each individual. Risk management and Safety Planning could include MARAC and Safeguarding referrals, effective multi-agency working with a range of partners including Police, Social Services, and Health Providers etc.
* Provide support, guidance and advocacy for domestic abuse issues along with referring and signposting to relevant agencies
* Provide support to access benefits, debt, housing and financial advice
* Re-empower individuals to make informed choices
* Delivering targeted domestic abuse programmes one to one
* Manage your own waiting list for 1:1 support
* Support the Project Lead with initial calls for those on the waiting list
* Comply with safeguarding and GDPR legislation in addition to all organisational procedures, policies and professional codes of conduct
* Maintain accurate records for the project and contribute to monitoring and evaluation processes.
* Monitor individual contract compliance and collate individual performance monitoring reports and evaluations for funders

**PRINCIPLE DUTIES**

* Contribute to service development to improve cultural competency and inclusion within the organisation and local community
* Champion equity, inclusion, and anti-oppression across all aspects of your work
* Help to identify your own specialist or general training needs and participate in training where requested to do so by the Project Lead
* Promote the project to potential service users, partners and the wider community
* Ensure that all WCT guidelines and procedures are understood and adhered to as appropriate
* Act as an advocate for WCT and work closely with partner organisations
* Observe the WCT code of conduct and policies and procedures
* Act as a good role model and champion best practice at all times
* Ensure that you take positive actions to safeguard children, young people and vulnerable adults you come into contact with, and follow correct WCT policies and procedures around safeguarding appropriate to your level of post
* To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job

*This post is subject to an enhanced criminal record check under the arrangements established by the Disclosure and Barring Services.*

**Communication and promotion**

* Ability to work independently and collaboratively within a multi-agency context.
* Knowledge of safeguarding, confidentiality, and risk assessment protocols
* Actively build strong trusted relationships within diverse local communities through outreach, advocacy and culturally sensitive engagement
* The ability to communicate effectively with clients, community members, staff, students, partners, and volunteers.
* In all contacts the postholder will be required to present a good image of the Trust as well as maintaining constructive relationships with internal and external associates:

Internal - Line Manager/Senior Management team/Clients

External - Partners at District level as appropriate/Referral partners

**Safeguarding and Health and Safety**

* To adhere to WCT Health and Safety policies, standards, and guidance at all times
* To adhere to WCT Adult and Child Safeguarding policies, standards, and guidance at all times
* To promote a positive image of the Trust, both through the actual work carried out and the representation of the organisation outside work.
* To undertake mandatory Safeguarding, H&S training and any other training associated with the role
* To adhere to policies and procedures governing professional boundaries, GDPR, Health and Safety, Social Media and WCT’s Code of Conduct at all times.

**Specialist requirements**

* A community language is desirable for this role
* Full UK Driving License and access to own transport
* For this specific role, we will only be considering female applicants in accordance with the provision of the Occupational Requirement (Equality Act 2010 pursuant to schedule 9 part 1)

**Other requirements**

* The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees, volunteers and service users and is consistent with Worcester Community Trust’s Equality and Diversity Policy
* This post is subject to an enhanced criminal record check under the arrangements established by the Disclosure and Barring Services.
* These duties may vary from time to time without alteration to the general character of the post or level of responsibility entailed. It is expected therefore that the post holder will undertake any other duties commensurate with the post and allocated by their line manager.

**Person Specification**

**Job Title: Domestic Abuse Support Worker**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** | **Evidenced by:** |
| **Education****+** **Knowledge** | * Evidence of a good general education GCSE maths and English grade C or above
* Good standard of literacy and numeracy.
* An excellent knowledge of Domestic Abuse
* Demonstrated understanding of the intersectional barriers faced by marginalised communities in accessing domestic abuse services.
* Excellent understanding of safeguarding and experience of adult and child social care procedures

• Excellent understanding of the importance of GDPR and Confidentiality* Good understanding of systemic oppression and intersectionality
 | * + Basic knowledge of data protection requirements and confidentiality
* A good understanding of Housing/Homelessness process
* A good understanding of court processes, both criminal and civil, affecting families
* A good understanding of risk management and safety planning relating to client and personal safety.
* Knowledge of local community
 | Application Form & qualification certificates.Application Form & Interview  |
| **Skills** | * Excellent communication and interpersonal skills, with a non-judgmental and empathetic approach.
* Ability to work with individuals from diverse backgrounds
* Language skills relevant to local communities
* Ability to work independently and collaboratively within a multi-agency context
* Excellent interpersonal skills
* Able to act in a professional manner with integrity at all times, understanding of, and adherence to, professional boundaries
 | * Ability to keep and maintain performance monitoring and providing contract management information

 * The ability to work independently and as part of a team
* Able to self-motivate and work to set deadlines
 |  Application Form & Interview  |
| **Experience** | * Experience of working with those who have experienced domestic abuse in a 1:1 or Group setting
* Lived experience and/or strong professional understanding of issues affecting marginalised groups
* Experience of providing client advocacy
 | * Experience of lone working and managing your own diary and time
* Experience of delivering the Freedom Programme or other targeted domestic abuse support

 * Experience of collating and writing funding reports
* Proven Contract Compliance experience
 | Application Form & Interview  |
| **Personal****Qualities** | * Approachable, culturally sensitive and non-judgemental, with excellent active listening skills, with a ‘hands-on’ approach and a commitment to provide a high quality, client focused service with an ethos of ‘right first time, on time
* Deep commitment to inclusion, equity and social justice
* Self-motivated and able to use initiative.
* The ability to travel between centres.
* Commitment to WCT values
* Undertake enhanced DBS check.
* Commitment to CPD: To attend and participate in regular supervisions, meetings and training courses and share and implement knowledge and skills gained.
* Respect for others and acting with integrity are important values to you.
* The character of the person applying for this role will be highly important therefore the approach, values and practice of the Domestic Abuse Support Worker will need to promote the WCT mission and values to successfully engage clients.
 | * Good solution focused coaching skills
* Ability to manage a funding contract
 |   Application Form & Interview |