**Success Profile**

**About Safenet**

For more than 40 years SafeNet has been providing support services and working to prevent violence and abuse within the North West of England. We are at the forefront of promoting safe healthy relationships and the conditions for productive and positive futures. SafeNet deliver innovative and life-changing services to support over 500 victims and survivors each year. We are based in Burnley, Lancaster, Rochdale, Bury, Preston and Pendle. Safenet have won many nationally recognised awards including the Inclusive Top 50 UK Employer 2019/2020.

Some of the support services Safenet deliver include refuge provision for women and children, male safe house accommodation, specialist refuges for those with additional complex needs such as addiction, mental or physical health, recovery and offending behaviours. We provide specialist ongoing advice, support and advocacy as well as several community-based projects.

**About the team**

Working in a busy sector you will be part of a frontline team working in a fast-paced environment. The team are passionate about creating safe welcoming environments that supports all clients, children and colleagues. A team who continually adapt to the variations of work tasks/environments, who are service focussed, resilient, exercise good judgement to make the right decisions and take into consideration everyone’s individual needs to create a genuine team spirit.

**Role:** Support Worker (Community Based Transitional) **Responsible to:** Service Manager

**Business Area/Location**: Safenet Bury

**The value of this role**

The Support Worker role includes providing proactive practical and emotional support to victims and survivors of domestic abuse. You will provide high quality key-working support and safety planning to those in crisis. You will be first point of contact for the service, developing trusting relationships and helping clients to gain the confidence to define and achieve their own goals. You will encourage clients to become more integrated within their local community by engaging in outreach services, to maximise their independence.

**How this role will deliver success**

To deliver success, you will work as a member of our dedicated Community-based Outreach Team to support clients on a 1-1 basis, in group settings and via community-based drop in’s. You will be supporting clients who have experienced or are at current risk of domestic abuse and violence. To do this you will work sensitively with clients helping them to take back control of their lives to be able to live free from harm, ensuring they feel safe, secure and supported.

A key part of this role is to assess incoming referrals, to develop individual support and risk management plans and to be a practitioner in raising awareness of domestic abuse. You will work in partnership with our partner agencies and to advocate for survivors and victims to ensure their needs and risks are being met. Part of the role will be to represent the team and advocate on behalf of clients at MARAC meetings on a fortnightly basis.

The role will deliver success by ensuring all clients feel valued, supported with a fair, inclusive and open approach. You will be expected to be self-disciplined working on your own initiative with the ability to manage your own case load.

**A day in the life of this role**

No two days are the same in this role. I support clients in all aspects of their lives from safety planning and viewing properties to arranging wellbeing activities and setting up community connections. I enjoy the 1:1 interaction with clients, it can be a challenging role, but the rewards are immeasurable especially seeing the journey clients go on whilst receiving our support.

Written by Safenet staff who have been in this role for many years.

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**What you need to be successful in this role**

* A clear understanding of domestic abuse and violence and its impacts.
* Proven experience of providing direct emotional, practical and welfare support to women, men, and children.
* Experience of key working, creating support plans, delivering support, conducting risk assessments and safety planning in a person-centred and trauma informed approach.
* Ability to build effective relationships, liaising with agencies and being an advocate.
* Clear knowledge and understanding of domestic abuse within the BAME communities including honour based abuse.
* Up to date knowledge of resettlement, housing, tenancies, criminal, civil and welfare rights legislation.
* Knowledge of associated needs, i.e. mental health, poverty, dependency etc.
* Ability to think clearly and act appropriately in a dynamic and pressured environment.
* Experience of facilitating community-based group work/activities and drop-in sessions.
* To have excellent time management and organisational skills working on own initiative and within a multi-disciplinary team environment.
* Ability to use computer packages i.e. word documents, emails, spreadsheets and in-house case management systems.

**To be successful in all Calico Group roles, candidates will need to demonstrate that their values and behaviours align with ours. This will be assessed throughout the recruitment process and probation period.**