**Weekend Support Worker**

**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 refuge team**

Working inside a busy refuge 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 residents, children and colleagues. A team who continually adapt to the variations of work environments, who are service focussed, resilient, exercise good judgement to make the right decision and take into consideration everyone’s individual needs to create a genuine team spirit.

We firmly believe that our difference lies with the people who work here.

**Role:** Weekend Support Worker – alternate weekends. **Salary:** £22,520 pro rata

**Responsible to:** Refuge Service Manager **Hours:** 10am-4pm Sat & Sun

**Business Area/Location**: Lancaster

**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 practical and emotional 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. This role supports refuge and safehouse residents in a communal setting, offering direct support in both individual and group work settings. You will encourage residents to engage in support and wellbeing activities that can help to reduce isolation and encourage residents to feel part of the refuge community and the wider community.

**How this role will deliver success**

To deliver success, you will work as a member of our dedicated team providing regular support to women and children within a refuge environment. To do this you will engage in a supportive and empathic manner working sensitively with residents; helping them to achieve independent lives free from harm and abuse. As well as delivering regular one-to-one support or group work activities, the role will identify any additional support needs required by residents i.e. communication, language and faith needs for women from minority ethnic backgrounds, additional health needs or for women with disabilities.

A key part of this role is to assess incoming referrals, admitting new residents, to develop individual support and risk management plans, resettlement aftercare plans and to be a practitioner in raising awareness of domestic abuse, specifically the impacts on women and children. In order to support residents, the support worker role will liaise with statutory, public, private and voluntary agencies e.g. doctors, health visitors, social care services, MARAC, police, courts and the local authority, to progress support towards residents goals.

You will be joining a team of committed and inspiring individuals whose dedication is to ensure residents 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.

Safenet provide an online Live Chat service via our website [www.safenet.org.uk](http://www.safenet.org.uk) taking place three times per day, 10am-12pm, 2pm-4pm and 8pm-10pm. This Live Chat service allows victims and survivors of abuse, who are trapped at home during the COVID 19 crisis, to access direct support from our Support workers. You will on occasion be expected to provide cover of this service.

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

As a Support worker you will be building trusting relationships with victims/survivors of domestic abuse, providing specialist support via key working sessions, completing person-centred support plans and risk assessments. You will be managing a caseload and will meet with residents regularly. As part of the role you will be providing support to individuals and families, who may have diverse and complex needs. For example, this could be something seemingly minimal but impactful, such as a ‘walk and talk’ around town or alternatively support can be task-focused such as referring a resident to a mental health team or to access housing, education and employment.

Support workers collaborate with residents in a trauma informed way identifying the needs of our residents, providing appropriate advice and support to ensure residents maintain their own safety and move towards safe independent living.

Multi-agency working for Safenet is imperative, it ensures we are providing the most effective comprehensive and individualised support to our residents. Support workers regularly work collaboratively with local agencies creating strong links within the community. They are often supporting residents to make police statements, meet with statutory partners, liaise with health services or seek legal advice, as an example. Safenet are passionate about advocating for the rights of all victims and survivors of domestic abuse.

At Safenet, we strive towards making our service provision as friendly and welcoming environment. We pride ourselves on building rapport with our colleagues and dedicating our efforts towards providing residents with the best possible outcomes.

Our favourite part of being a Support worker is witnessing when residents take back control of their lives after experiencing choices that had previously been taken away from them; watching residents to overcome everyday life obstacles and become stronger as individuals. We are privileged as Support workers to interact with people from all walks of life and we learn so much about resilience and strength from our residents. We regularly engage with groups such as rural populations, LGBTQ+ communities, older people, BAME, cultural communities and many other isolated groups. Safenet believe everyone deserves to be safe, happy and healthy in their relationships with partners, family, friends and community.

Knowing that the support work we deliver has enabled a resident to be more confident and to feel safe, is incredibly rewarding.

Written by Safenet Domestic Abuse Support workers.

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

* Knowledge and understanding of domestic abuse, violence, sexual abuse, honour based violence and its impacts. It is desirable that you have a proven track record of working with and supporting victims of domestic abuse.
* Proven experience of providing direct emotional, practical and welfare support to women, men and children.
* You are to exude a warm friendly presence with open behaviour. Being able to build supportive trusting relationships without encouraging dependency and to listen in a non-judgmental manner, helping residents to explore their options and reach their own conclusions.
* Experience of key working, creating support plans, delivering support, conducting risk assessments and safety planning, in a person-centred and trauma informed approach.
* An ability to build effective relationships, liaising with agencies and being an advocate.
* Knowledge and understanding of resettlement, housing, tenancies, criminal, civil and welfare rights legislation.
* Knowledge of associated needs i.e. mental health, poverty, dependency, offending behaviours, physical/learning disabilities etc.
* An ability to think clearly and act appropriately by thriving on change and enjoying dynamic diverse environments.
* Experience of facilitating community-based group work, activities, 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. With a desirable experience of working on a helpline service, acting as the first point of contact whether face-to-face, via telephone or online.
* Is respectful, articulate and sensitive in their style of communication, having strong verbal and written skills.
* Able to work alone with good initiative, as well as working as a passionate team driving to achieve success.

**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.**

