

Role Profile – Triage 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 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: Triage Worker (IDVA)

Responsible to: Service Manager

Business Area/Location: SafeNet Bury

Why this role exists

The Triage worker role will provide a pro-active service to victims of domestic abuse, providing initial contact helping to keep them safe. The Triage Support Worker will assess incoming referrals to ascertain risk levels and appropriate service involvement. The role involves being proactive around gaining contact with new clients, completing referrals, assessing risk, initial safety planning and ensuring they explain the service offer and build client confidence encouraging engagement.

How this role will deliver success

To deliver success, you will work as a member of our dedicated IDVA and Community-based Outreach Team managing incoming referrals through triage system and ensure proactive contact with client until case allocation, whilst providing support to the IDVA's and support workers to engage clients through offering support to those at medium and high risk of domestic abuse and violence.

You will carry out tasks at the request of the Service Manager and other SafeNet Managers, to contribute effectively to the smooth running of SafeNet and its projects both individually and as part of a team in accordance with SafeNet/Calico policies, procedures, and guidelines.

You will work directly with clients to provide a pro-active service and advice to victims of domestic abuse to keep them and their children safe. Your role will include completing risk assessments using agreed tools such as the SafeLives RIC and completing initial safety planning with clients to secure practical safety measures whilst maintaining and updating records of all cases, completing all necessary paperwork, inputting of monitoring data and quarterly reports for both internal and external agency requirements.

As a triage worker you will explain housing, civil and criminal legal options to clients and support them through the CJS system, explaining the procedures and their role and rights within that system, continually ensuring that clients get the services to which they are entitled. You will refer on and arrange initial meetings with IDVAs and other agencies/services as necessary, for instance, solicitors, benefit agency, etc. and refer any children and young people within the families being supported into appropriate support and intervention services such as specialist children and young people services.

You will follow procedures and protocols with other services so that the safety of the clients is kept central to any process and keep other relevant agencies informed about important changes in client's situation. You will actively participate in partnership working initiatives such as providing information for the multi-agency processes for Claire's Law and other relevant involvement as required. You will work pro-actively with other agencies to remove barriers for clients in accessing their service.

A day in the life of this role

A day in the life of a Domestic Abuse Triage Worker

In this role no two days are the same, just like no two people are the same. It is a varied role where you encounter so many different situations and challenges that clients are facing, whether in an intimate partnership, with an ex-partner or in any other family setting. It requires a degree of empathy, understanding of the ways in which domestic abuse manifests, the willingness to do your utmost for each client while respecting their individual choices and rights to help if they want it. It also requires the Triage Worker to collaborate with other team members and external partners. Overall the role is an enjoyable one and team members feel very supported at Safenet. The feeling of knowing someone's life is even just a little bit better because of the skilled help that you gave them makes it a very rewarding role.

Written by Safenet staff who are currently in this role.

What you need to be successful in this role

- A clear understanding of domestic abuse and violence and its impacts.
- An understanding of the IDVA role and processes
- Proven experience of providing direct emotional, practical and welfare support to women, men, and children.
- An understanding of criminal justice systems in relation to domestic abuse
- Experience of multi-agency and partnership working.
- Understand the diverse needs/backgrounds of victims/survivors of domestic abuse.
- Clear knowledge and understanding of domestic abuse within BAME Communities, including HBV, FGM and additional issues facing migrant women.
- Experience of completing Safelives DASH RIC
- Experience of safety planning with clients in a person-centred and trauma informed approach.
- The ability to advocate on behalf of clients in multi-agency settings.
- The skills and experience to crisis manage in a busy office environment.
- Ability to build effective relationships, liaising with agencies and being an advocate.
- Ability to work responsibly and on own initiative, as required.
- Commitment to a team orientated environment
- 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.