



Job Description

Domestic Abuse Recovery Service (DARS) Community Practitioner

Domestic abuse is always unacceptable. We support everyone affected by it and we act to prevent it. We are lead partners in our Domestic Abuse Recovery Service which helps people to understand their experiences of domestic abuse and feel able to move on positively. The role of the DARS Community Practitioner is to provide support through 1:1 sessions, group work and activities with people who are recovering from their experiences of domestic abuse where the risk has reduced and to rebuild lives and grow in independence, confidence and self-esteem.

Main Duties and Responsibilities

Service Delivery

1. To manage a caseload by delivering a range of emotional and practical support through the delivery of 1:1 sessions by telephone, video call and in person.
2. Deliver group work to build knowledge of domestic abuse, its impact and to support recovery by building confidence and self-esteem out of community locations and on-line.
3. To support with self-referrals, agency, volunteer and general enquiries and structured telephone support for service users.
4. To work within clearly defined risk assessment, support and safeguarding policies to effectively respond to service user needs.
5. To process all referrals in line with the organisation's policies and procedures.
6. To work in partnership with the other services within the organisation and externally.
7. To complete individual needs assessment and support plans, reviews and evaluations for all service-users.
8. To offer appropriate support, including safety planning, advocacy and practical support.
9. To build knowledge and advocate on behalf of service-users with a wide range of agencies e.g. Social Care, Housing Providers, Solicitors, Schools, Police and a variety of other voluntary and statutory sector agencies.
10. To enable people directly affected by domestic violence and abuse to achieve safe and independent living and empower them to make healthy life choices.

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11. To communicate effectively with partner agencies to ensure that the needs of service users are met.
12. To develop links with other service providers and maintain a network of support for the service.
13. To deliver induction, training and mentoring support to volunteers.
14. To promote effective partnership working, taking a multi-agency approach to tackling the issue of domestic violence and abuse.
15. To keep thorough, confidential and up to date service user records for the purpose of effective and efficient service user working, in accordance with Behind Closed Doors requirements.
16. Working with service users, promote personal growth by referring and sign-posting to other community resources and specific services, as agreed in individual support plans. These may include community groups, classes, education & training, employment support, recreation and counselling.

Organisational

1. Fully understand the vision, mission and values of Behind Closed Doors and reflect these in your work.
2. Complete relevant admin including timesheets, HR and finance forms in a timely manner in line with BCD policies.
3. Be involved in planning, reviewing and evaluating services.
4. Attend team and whole organisational meetings and away-days.

Personal

1. Be familiar and work within all of the organisation's policies and procedures.
2. Be committed to the work of Behind Closed Doors and strong team member.
3. Actively participate in regular support and supervision sessions.
4. To consider training needs and undertake training as required.
5. To take responsibility for assets, materials, safe-keeping of keys, cash and equipment used in pursuance of duties

Please note, there may be some occasional requirement to work outside of usual office hours to meet the needs of service users. Any specific requirements will be agreed beforehand and compensated with time off in lieu (TOIL).

The post will be based in the Behind Closed Doors offices, with hybrid and flexible working arrangements in place.



Person Specification

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Candidates must demonstrate that you meet all essential (E) criteria in your application form to be invited to interview. It is not essential that you can meet the desirable (D) criteria. Please read the job description and person specification fully before completing your application form.

Knowledge and Understanding

Essential Requirements	Understanding of domestic violence and abuse and its impact on individuals, their children and the extended family.
	Commitment to working with both voluntary and statutory sector organisations to promote good practice in the field of domestic violence and abuse.
	Understanding and acceptance of the need for professional confidentiality and its relationship to safeguarding responsibilities.
	Understanding of the guidance in relation to GDPR.
	Understanding of, and commitment to, equality, diversity and inclusion.
	Awareness and understanding of the barriers faced by marginalised people when accessing services.
	Knowledge of key statutory agencies and their processes e.g. Social Care, Police.
	Understanding of the impact of trauma and the principles of a trauma-informed approach to support.
Desirable Requirements	Understanding of the principles of advocacy and how to support individuals to make choices for themselves.
	Knowledge of civil and criminal proceedings in relation to domestic violence and abuse.
	Understanding and/or experience of working with the MARAC process.
	Knowledge of a range of support services available to people in Leeds.

Skills and Abilities

Essential Requirements	Ability to risk-assess and take appropriate action to minimise risk.
	Ability to carry out comprehensive individual needs assessments and effectively plan support.
	Ability to work independently in community locations.
	Ability to manage and respond effectively to the changing priorities and circumstances of a demanding caseload.
	Ability to make effective contributions to improve service delivery.
	Ability to network and establish effective relationships and partnerships with other agencies.
	Ability to be an active and effective team member.
	Resilience under pressure and able to prioritise workloads effectively, as well as using own initiative.

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Essential Requirements	Ability to support people empathetically, and with an inclusive and non-judgemental approach.
	Ability to adapt to different working environments and to a diverse and challenging range of presenting issues.
	Ability to work to targets and meet deadlines.
	Ability to communicate with service users, partner agencies and professionals effectively, both verbally and in writing.
	Ability to write and maintain accurate and concise reports and case records.
	Ability to use a range of IT applications including Word and Excel, to manage a caseload on an electronic database, and maintain relevant systems and records for monitoring and evaluation purposes.
	Ability to operate within a quality assurance framework, ensuring targets and objectives are met on time.
	Ability and willingness to provide mentoring support for volunteers.
Desirable Requirements	Ability to speak one or more locally relevant, community languages.
	Teaching/training/group work skills.
	Creative skills to assist in the development of materials and work-tools to support frontline work.

Experience

Essential Requirements	Experience of providing a frontline support service.
Desirable Requirements	Experience of mentoring volunteers in a supporting role.
	Proven track record of supporting people who have experienced domestic violence and abuse.
	Experience of facilitating group work and group programmes.
	Experience of delivering training or playing a supportive role in the delivery of training.
	Experience of working with children, young people and/or family work.

Education and Qualifications

Essential Requirements	Relevant training in safeguarding children and vulnerable adults, and willingness to remain up-to-date.
Desirable Requirements	Recognised Domestic Abuse Awareness training.



Other

Essential Requirements	Demonstrable desire and enthusiasm to support victims of DV&A of all genders.
	Possession of a full drivers' licence.
	Access to a vehicle to be used for work purposes, insured for business use or willingness to obtain.

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