

Job Description

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| Job Title | Assessment Officer |
| Accountable to | The Board of Trustees/Chief Executive Officer |
| Line Manager | Head of Operations |
| Hours of Work | 21 hours per week (part time) 12 months fixed term contract (continuation beyond this subject to funding) |
| Salary | £22,958 to £25,111 (full time equivalent) |
| Closing Date | Friday 12 th August at 5pm |

Job Purpose

To be responsible for all new referrals received and to establish the appropriate service package for each new referral.

Job Responsibilities

1. To act as first point of contact for the agency.
2. To carry out a general assessment of need for all new referrals into the agency.
3. To carry out risk assessments for all new service users.
4. To carry out and conduct interviews with all new service users and create personal plans as agreed with the service user.
5. To record all new referrals onto the IT systems and to ensure that appropriate monitoring of the needs of the service user have been met in the appropriate timescale.
6. To signpost service users to the appropriate service outside the agency, where appropriate.
7. To ensure that referrals have been acted upon by that service.
8. To retain short term files until an outcome has been achieved.
9. To collect and submit appropriate data that may be required by the agency or by external funders both in relation to outputs and outcomes.
10. To supervise, support and monitor the performance of volunteers and students.
11. To attend staff meetings, training, supervision and Board Meetings as required.
12. To promote the interests of the Charity by supporting Fundraising and Public Relation Events.
13. Other reasonably similar duties may be allocated from time to time, appropriate to the general character of the post.

Person Specification

| Specification | Assessment Method* |
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| Essential Requirements | |
| Experience/Education | |
| Significant experience of delivering interventions to women on a 1:1 basis. | A/I |
| A relevant professional qualification e.g. youth and community, education, counselling, social work. | A |
| Knowledge | |
| An understanding of child development. | |
| An understanding of the impact of domestic abuse upon women, children and young people. | A/I |
| A sound working knowledge of safeguarding legislation and practice, including domestic abuse. | A/I |
| A working knowledge of multi-agency approaches and networks. | A/I |
| An understanding of the nature / role of Refuge service provision. | A/I |
| Competencies | |
| Ability to deliver effective interventions for, and with, individual adults. | A/I |
| Ability to provide a safe and supportive environment for individuals who may have experienced domestic abuse. | A/I |
| Sensitivity in working with complex family issues. | A/I |
| Ability to relate and engage with individuals from diverse backgrounds. | A/I |
| Excellent verbal and written communication skills with service users, professionals and team members. | A/I |
| Ability to maintain effective liaison/working relationships with all relevant agencies. | A/I |
| Ability to maintain high professional standards in adherence to agency policies and procedures. | A |
| Ability to evaluate and monitor the impact of interventions and support the collation of service user feedback. | A/I |

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| Ability to use IT systems. | A |
| Self-motivated and competent at managing own caseload. | A/I |
| Ability to work as a member of a multi-disciplinary team. | A/I |
| Ability to reflect on own practice through supervision, line management and peer-support. | A |
| Ability to work to SWACA's values and ethos. | A |
| Desirable Requirements | |
| An understanding of the Voluntary, Community and Faith Sector. | A |

*Assessment Method: A – Application I – Interview T – Test

Notes:

1. This post is restricted to women applicants only under the Equality Act 2010, Schedule 9, and Part 1. Section 7(2) e of the Sex Discrimination Act 1975.
2. Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service.