



Every woman deserves
respect and support

Role Profile

Job Title	Access & Assessment Team Support Worker – Female*
Salary	£25,780
Responsible to	Access & Assessment Team Leader
Hours	35 per week
Contract	Fixed term (end of contract TBC)

****This post will be subject to an enhanced DBS check and there is an Occupational Requirement under the Equality Act 2010 Schedule 9 (Part 1) for the post holder to be a woman.***

Leeds Women's Aid (LWA) is the largest women's charity in Leeds, and has been providing support to women and children affected by domestic violence and abuse (DV & A) for over 45 years. We are committed to our values and strive to embody them in everything we do. We provide a range of the very best services for vulnerable women and families who are victims and survivors of domestic, sexual & honour- based violence and abuse; forced marriage; trafficking; stalking and harassment.

LWA is the lead agency for commissioned Leeds Domestic Violence Service (LDVS), a consortium of three agencies offering support to women, men and transgender/non-binary people. This service works within a multi-agency framework provides high quality, pro-active service to victims of domestic, sexual and honour- based violence and abuse, stalking and forced marriage, often those at the highest risk.

LWA is also the lead agency in the innovative and unique National Lottery Community Fund funded Women and Girls Alliance, consisting of 11 women's and girls' organisations. Working with vulnerable women and girls, our vision is that many more women and girls in Leeds will have their needs met and be empowered to lead safer and healthier lives.

Purpose of Job

The Access and Assessment Team is the first point of contact for, and access to, LDVS for any person experiencing domestic abuse. We work with victim-survivors, risk assessing and developing support and safety plans where appropriate. AAT is also the first point of contact for professionals who are making referrals, seeking support for their service-users or wanting advice on specific issues. AAT services include a 24-hour helpline, a webchat and a drop-in service.

AAT works closely with the Front Door Safeguarding Hub by supporting both the Daily Risk Assessment Meetings (DRAM) and the Multi-Agency Risk Assessment Conferences (MARAC).

Our AAT Support Workers provide crisis support and initial safety planning for victim-survivors who are referred into or self-refer into our service. Support Workers also provide one off safety advice and information for those not ready for, or requiring, additional support.

AAT Support Workers assess the support needs of victim-survivors and refer them into the most appropriate service within LDVS as well as signposting and referring to relevant agencies across Leeds.

AAT staff will initially work on the helpline during their induction period before being trained on assessment work and drop in support.

Physical Conditions

The AAT Support Worker will be based within the main LWA office with optional hybrid working arrangements once training has been completed.

Working hours are 09:30 to 17:00.

Economic Conditions

This is a full-time post with a salary of £26,800

Responsible to

The Access & Assessment Support Worker will be directly managed by the Access & Assessment Team Leader who reports to the Operations Manager (Communities)

All workers are accountable to the Chief Executive, and ultimately the Trustees of Leeds Women's Aid, and will work according to policies and procedures agreed by them.

Main Duties

1. To deliver high-quality trauma-informed support to victim-survivors including emotional support, risk assessment, safety planning and signposting.
2. To work with external organisations in processing and assessing referrals and providing advice and support when required.
3. To ensure case files and records are accurate and complete, and that both are kept in compliance with data protection legislation.
4. To provide a service which recognises the diverse needs of victim-survivors ensuring the service is accessible to all.
5. To provide support and guidance to other LWA staff to develop their skills, understanding and awareness of supporting victims-survivors who have experienced domestic abuse.
6. To attend events and deliver training to raise awareness of the LDVS service.

General

1. To attend staff meetings and other training events as required.
2. To uphold LWA's policies, with particular reference to confidentiality, health and safety and equity, diversity and inclusion.
3. To carry out any other duties or training commensurate with the post.
4. To carry out any other duties that are reasonably required by LWA

Person Specification

Experience	How Assessed: A = Application letter I = Interview
1. Telephone based and/or face to face advice and/or support work	A & I
2. Keeping accurate case files and records in compliance with data protection legislation.	I
3. Working within an operational multi-agency environment	A & I
4. Working with victims or vulnerable people	A & I
Understanding	
5. Violence against women and domestic, sexual and honour- based violence and abuse, stalking and forced marriage.	A & I
6. Trauma-informed practice	I
7. Practical and legal remedies available to victim-survivors	A & I
8. Other voluntary and statutory organisations involved in the response to domestic abuse	A
Skills	
9. Listening and empathy	A & I
10. The ability to deal with stressful and difficult situations under pressure	A & I
11. Excellent IT skills and be able to present complex information clearly	A
Personal Qualities	
12. To have values in line with those of LWA	I
13. To act with integrity and respect when interacting with service users, employees, agencies and individuals	I
14. To be committed to upholding LWA's policies and procedures	A
15. To be committed to diversity and working in an anti-discriminatory way	A

LWA's Values

1. Be Exceptional

- We are experts in our field & proud of having a women-centred approach
- We are pioneers & leaders, striving to perform & innovate

2. Be Courageous

- We are honest, inventive & have the integrity to challenge perceptions & practice
- We are encouraging & empowering of each other to be courageous & brave

3. Be Inclusive

- We are diverse, welcoming, approachable & inclusive in as employers, service providers & people
- We promote unity, fairness & respect

4. Be Inspirational

- We are proud of our creativity & how we motivate, listen, empower & support each other
- We are encouraging & lead by example to achieve the best

5. Be Responsive

- We are collaborative, aware, compassionate & sensitive
- We adapt our approach to meet changing needs