**OOH Support Worker**





**Understanding**

You are required to have an excellent understanding of:

1. Violence against women / men; and domestic, sexual and honour based violence and abuse, stalking and forced marriage;
2. The impact on victims and their children.
3. Understanding of vulnerable people and complex needs.
4. Services across Leeds to support vulnerable Women / Men Children and Young People.
5. Safeguarding of Adults, Children and Young People.
6. Maintaining health and Safety and Security of a service and buildings.

**Experience**

You are required to have experience of:

1. Recording and reviewing detailed information;
2. Assessing the needs of vulnerable adults, children and young people.
3. Working with other voluntary and statutory services involved in the response to domestic violence and abuse;
4. Identifying/ reporting of Adult and Child protection issues.
5. An understanding of mental health and substance use issues.

**Skills**

You are required to be able to demonstrate that you have:

1. Excellent crisis management skills and the ability to deal with stressful and difficult situations;
2. Excellent interpersonal skills;
3. Good technological skills, including the ability to use electronic databases and software, and being able to present information clearly.
4. A calm confident telephone manner.

**Personal Qualities**

You are required to be able to demonstrate your ability to:

1. Be flexible.
2. Work on your own initiative and manage a lone working environment.
3. Committed to work positively with Diversity, equality and inclusiveness.
4. Act with integrity and respect when interacting with clients, employees, agencies and individuals;
5. Show initiative in working with other agencies.