

Job Profile

Job Title	Community and Outreach Officer
Capability area(s)	Support, training
Grade / Salary	£19,621
Hours	25
Reporting to	Senior Community and Outreach Officer

Job Purpose

To work within the community and outreach support team to identify and address support needs of individual families who are escaping domestic abuse, with a specific focus on crisis intervention

Key accountabilities

1	Deliver crisis intervention services, ensuring that individuals are appropriately assessed for support needs and risk, and that correct protocols are put in place
2	Ensure that women are provided with a high quality responsive service to transition away from abusive relationships
3	Refer women appropriately (internally and externally) where additional support is required
4	Deliver a range of training and workshops (including freedom programme and recovery tool kit programme) in a group setting but also one to one when required
5	Manage all referrals into training and workshop programmes, responding in a timely fashion to individuals and agencies
6	Keep appropriate records, utilising the organisations electronic database, ensuring compliance with data protection and confidentiality procedures
7	Provide monitoring information as and when required; including updating monthly KPI's, capturing outcome data and producing case studies
8	Develop and maintain positive, collaborative working relationships with all PTAWA staff and partners, disseminating relevant information
9	Work with volunteers, including providing management and support as required
10	To participate in the 24 hour, 365 day on-call rota in line with our lone-working policy

Line Management Responsibilities (Y/N)

N

Qualifications and Training

Desired	Domestic Abuse Qualification – Level 4 National Training Framework
	Freedom Programme Facilitator
	Recovery Toolkit Facilitator
Essential	NVQ Level 3 or equivalent in relevant field
	Adult and Child Protection and Safeguarding
	Health and Safety
	Lone Working
	Data Protection and Confidentiality