



Mansfield Business Centre
Ashfield Avenue
Mansfield
Nottinghamshire, NG18 2AE

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www.nidas.org.uk

Charity No. 1105613 | Company No. 5201290

Job Description

Job title: Family Team Support Worker

Salary: £22,434 per annum (pro rata)

Hours: 22-28 hours a week to be part of negotiation, Fixed Term until June 2022 unless additional funding is obtained.

Responsible to: Service Delivery Manager

Location: NIDAS, Mansfield Business Centre, NG18 2AE

Context of job:

In 2016 we developed a new way of working based on feedback from clients and the local community. It sought to develop an innovative, whole-family approach by addressing the immediate needs and preventing the long-term impact of DVA using a systemic approach. Support is inclusive and continues to evolve to be truly accessible to all.

Purpose of job:

- Provide a solution focused, or similar approach, enabling the whole family unit to come together to solve problems collectively
- Facilitate a range of domestic abuse group programmes/sessions for families delivered in partnership with local agencies and other professionals
- To share learning and knowledge with wider team to stay up to date current in practice.

Main duties:

- Work closely with families to understand support needs and with them, agree a bespoke plan of support that is realistic, achievable and effective.
- Provide a safe, environment in which to provide support.
- Focus on the clients immediate wellbeing and offering support and guidance around other surrounding needs (housing, health, employment, wider family concerns).
- Identify symptoms of risk using the SafeLives DASH assessment toolkit and refer to the Multi Agency Risk Assessment Conference (MARAC) as appropriate.

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- Work in a trauma focussed capacity with members of the family adopting a range of engaging techniques.
- Assess any needs and concerns re safeguarding children and adults, representing families at meetings.
- Provide emotional and practical support, drawing on strengths within their capacity to meet their potential.
- Safety planning and referrals to external agencies for support.
- Advocacy for families ensuring their wishes and feelings are heard, and support agencies understand the complexities and impact of DVA.
- Challenge myths and stereotypes within the family unit around domestic abuse, the rights of individuals and choices and options.
- Support the wider team when required
- Engage in regular case reviews with the wider team/management to work through complex cases and offer insights from experience to overcome challenges together.
- Be able manage own caseload and know and communicate limitations.
- To have continual high regard for the use and communication of client and agency data that complies with the requirements of the General Data Protection Regulation (GDPR).
- To promote and support equality and empowerment within all areas of work.
- To represent and be an ambassador for NIDAS, working in partnership internally and externally with other agencies to ensure an effective coordinated community response to survivors of domestic violence and their children.
- To develop and maintain positive, collaborative working relationships with all NIDAS staff and encourage positive resolution to issues that arise within the team.

Project management:

- To understand and record the impact that your support makes and capture this through reports and other methods.
- To work to high standard of casework management, including use of IT systems and note taking and recording.
- Capture the impact of the support and intervention offered to individuals and their families by using evidence based methods.
- To share knowledge and good practice towards improving the whole organisation. Stay up to date with changes in domestic abuse legislation and practice, continually reviewing and reflecting our current service delivery model in line with any changes.
- Be supportive and active around domestic abuse campaigns to raise awareness in the local community.

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- Raise awareness of the organisation and the services it delivers through the use of our marketing and communications strategy.
- Be responsible for identifying training and development needs for self and wider team.
- Consult with survivors to help inform and influence future service delivery and development.

Person Specification	Essen	Desirable
Knowledge		
You are required to have an understanding of:		
The impact of domestic abuse on individuals and the whole family.	✓	
Understanding the barriers to accessing service and the challenges faced by family members with: Additional needs and disabilities, BAMER, LGBT+, Males, Young adolescents, Care leavers.	✓	
Child/Adult protection issues and the legal responsibilities surrounding these issues	✓	
The principles and application of risk assessment (DASH), safety planning and risk management for children, young people and their families.	✓	
Equal opportunities and diversity issues in policy and practice.	✓	
The MARAC (Multi-agency Risk Assessment Conference) process and the principles of how, why and when a client should be referred.		✓
Experience		
You are required to have experience of:		
Providing emotional and practical support to survivors of domestic violence.	✓	
Delivering time limited and planned group interventions focused on the whole family. Any direct support offered to the whole family would be an advantage.	✓	
Working with children and young people on a 1-1 basis and as a whole family or be willing to work towards.	✓	
Managing multiple and complex caseloads.	✓	
Establishing operational partnerships and protocols, within a multi-agency context		✓
Managing a crisis and working under pressure.	✓	
Skills / Qualifications / Professional Membership		
You are required to:		
Hold a relevant domestic abuse accredited qualification.		✓
Relevant degree, NVQ3 qualification and or other training, learning around – social work, Law, children and families, youth, law, therapy, mindfulness.	✓	
Have exceptional computer and literacy skills and have experience of using a	✓	

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database to maintain accurate and up-to-date client records.		
Have excellent communication and advocacy skills.	✓	
Mindfulness, alternative therapy, counselling would be an advantage.		✓
Have strong client crisis management skills and the ability to deal with stressful and emotionally difficult situations.	✓	
Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, and to communicate with stakeholders in a clear and effective way	✓	
Personal Qualities You will be required to:		
Be compassionate, empathic of your client and their families situation.	✓	
Be enthusiastic and creative when developing and delivering work.	✓	
Act with integrity and respect when working with all clients, agencies and individuals.	✓	
Recognise your limitations and embrace strengths working as part of a wider team	✓	
Other You are required to:		
Hold a full driving license, drive a car and hold business insurance to be able to carry out any project work.	✓	
Have a flexible approach to work, some work can take place outside normal office hours to meet the needs of the service.	✓	
Undertake an enhanced Disclosure and Barring check (DBS).	✓	
Attend training for continued personal and professional development as and when required to meet the needs of the role.	✓	

NIDAS is committed to providing equal opportunities for all, irrespective of age, disability, race, sex, religion/belief, sexuality, gender identity, marital/civil partnership, pregnancy/maternity and working patterns.

We strive to be an inclusive organisation that appropriately represents all the communities we serve.



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