



NORTH SURREY DOMESTIC ABUSE SERVICE

We are looking for a compassionate and skilled Domestic Abuse Outreach Worker to provide direct support, advocacy, and outreach services for individuals experiencing domestic abuse in Elmbridge, Epsom & Ewell, and Spelthorne. In this role, you will empower clients by offering emotional and practical support, safety planning, risk assessments, and guidance on accessing key services, such as legal aid, housing, and benefits.

If you are passionate about supporting survivors and committed to making a difference, we would love to hear from you. We are seeking a dedicated and approachable individual with strong communication skills, an understanding of safeguarding frameworks, and experience working with victims of domestic abuse.

Please note: This post is restricted to female applicants in accordance with Schedule 9 (part 1) of the Equality Act 2010

JOB DESCRIPTION

POST TITLE	IDVA / Domestic Abuse Triage Lead/Outreach Worker
DAYS / HOURS	20 hours a week / 5 days a week
SALARY	£15.00 an hour
DURATION	6-12 month contract
REPORTS TO	CEO/Service Manager
LOCATION	Walton-on-Thames office
HOLIDAY & PENSION	20 days holiday per annum plus paid Bank Holidays, increasing with each full year of service up to 30 days and option of enrolment in pension scheme

1. ACCOUNTABILITY

The post holder is accountable and will be supervised by the Chief Executive and work in partnership with the other Service Managers.

2. KEY AREA OF RESPONSIBILITY

The key purpose of the role is to provide a domestic abuse outreach service for the boroughs of Elmbridge, Epsom and Ewell and Spelthorne

Direct Work with clients

- To contact clients using sensitive listening and questioning skills in order to allow clients to explain their situation and empower them to set their own priorities.
- To provide skilled practical help, advice and emotional support to enable clients to reach an informed decision regarding their future, including safety planning and risk assessment.
- To enable and encourage clients to take advantage of all services relevant to their problems such as legal and financial advice, housing and benefits rights, education, medical treatment, safety advice etc. and make appropriate referrals.
- To assist clients where necessary by negotiating, drafting or writing letters and telephoning.
- To negotiate with third parties, including statutory and non-statutory organisations as required.
- To accompany clients to meetings with agencies and courts if needed.
- To be mindful of the impact of any client's children witnessing domestic abuse and of the associated child protection issues.
- To help reduce client's isolation and encourage them back into the community.
- To seek opportunities for clients to access group work and to deliver group work as appropriate.
- To attend Multi Agency Risk Assessment Conferences.
- To assess clients for referral to the North Surrey Sanctuary Scheme.
- Understanding of Safeguarding Framework and procedures both for Vulnerable Adults and Child Protection.

Administration

- Receive and review daily referrals and allocate work load to case workers.
- Maintain and monitor the Triage reminders and check that all calls are being made within the SDAP partnership timelines
- Review and prepare cases for assignment to caseworkers. Ensuring that all of the necessary information is complete for monitoring purposes.
- To maintain relevant casework records on clients for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation and ensuring such records are kept up to date and in accordance with the Data Protection Act.
- To maintain records to fulfil monitoring requirements of funders
- To undertake letter writing as appropriate

Other duties and responsibilities

- To uphold the aims and principles of the NSDAS.
- To keep up to date with policies and procedures relevant to bureau work and undertake relevant training within guidelines issued by NSDAS.
- To uphold and work within the principles of the Surrey Multi Agency Strategy against Domestic Abuse.
- To provide advice and information to other organisations and take part in Domestic Abuse awareness raising events.
- To liaise with other organisations and agencies where there is a joint or multiple approach to a client and be aware that inter-agency co-operation is an integral and essential facet of outreach work.
- To abide by health and safety procedures in accordance with Health & Safety legislation.
- To work closely with the other Outreach Workers/IDVAs.
- Any other duties as required to ensure the efficient provision of the outreach service.
- To understand and adhere to Safeguarding Policies and procedures.
- Answer calls, facilitate meetings and be on a rota to support the charity as needed.

Professional Support and Development

- To keep up to date with legislation, case law and policies and procedures and undertake appropriate training relevant to the provision of an advice service and issues concerning domestic abuse.
- To prepare for and attend supervision sessions as required.
- To attend team meetings.
- To attend all relevant training as required including specialist domestic abuse/gender violence training.

Requirements and Skills

- Knowledge of the issues facing people experiencing domestic abuse.
- Recent experience of advice work which could be within any voluntary or statutory organisation.
- Ability to plan and prioritise own work and work of others within the Triage Service, meet deadlines and manage caseload.
- Considerable experience of supporting victims of domestic abuse and evaluating risk factors.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Effective written and oral communication skills with particular emphasis on negotiating.
- Ability to use IT in the provision of advice, compilation of statistical data and preparation of reports.
- Flexible approach, ability to work on own initiative but also ability to work as part of a team.
- Numeracy skills.
- An awareness of the importance of confidentiality.
- The ability to listen, to communicate and to be non-judgemental
- To demonstrate a commitment to equality and diversity.
- To be able to work effectively with a range of different statutory agencies, voluntary organisations and individuals.
- To demonstrate understanding of safeguarding issues.
- To have a full driving license and use of a car and ability to meet clients in the Boroughs of Epsom and Ewell, Elmbridge and Spelthorne,
- To be qualified as a domestic abuse IDVA or willing to train to achieve this qualification.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.