



North Surrey Domestic Abuse Service

NORTH SURREY DOMESTIC ABUSE SERVICE

We are looking for a compassionate and skilled Domestic Abuse Triage Worker to provide our first contact with individuals experiencing domestic abuse in Elmbridge, Epsom & Ewell, and Spelthorne. In this role, you will explain the domestic abuse service to clients and offer 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 a professional understanding 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	Domestic Abuse Triage Worker
DAYS / HOURS	21 hours per week. Working pattern to be agreed, but one working day must be a Monday
SALARY	£27,300 per annum for 35 hours per week pro rata
DURATION	12 Month Contract
REPORTS TO	Triage Team Leader
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
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1. ACCOUNTABILITY

The post holder is accountable to and will be supervised by the Triage Team Leader and work in partnership with the other Triage and Outreach Workers.

2. KEY AREA OF RESPONSIBILITY

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

Direct Work with clients

- To provide first contact to clients using sensitive listening and questioning skills which allows clients to explain their situation and empowers them to set their own priorities.
- Answer incoming calls to the office.
- To explain the domestic abuse service to clients and carry out a risk assessment, safety plan and make safeguarding referrals if needed.
- Signpost to other relevant services.
- To negotiate with third parties, including statutory and non-statutory organisations as required.
- 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 to engage with our service.
- To promote group work as appropriate.
- To refer to the North Surrey Sanctuary Scheme as appropriate.
- Understanding of Safeguarding Framework and procedures both for Vulnerable Adults and Child Protection.

Administration

- To maintain relevant triage 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 request letter writing as appropriate
- To add referrals to our client management system.

Other duties and responsibilities

- To uphold the aims and principles of the NSDAS.
- To keep up to date with policies and procedures relevant to our 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 Outreach Workers and hand over triaged clients.
- Any other duties as required to ensure the efficient provision of the triage and outreach services.
- 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 your role.
- 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.

Person Specification

- Knowledge of the issues facing people experiencing domestic abuse.
- Recent experience of support work which could be within any voluntary or statutory organisation.
- Ability to plan and prioritise own work, meet deadlines and manage caseload.
- 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 telephone communication.
- 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.
- 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 be able to work from Walton-on-Thames during working hours.

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.

This role will require a DBS check.