

West Sussex Connect Role Profiles - DRAFT

Please note: Role Profile draft templates have been developed to give an overview of the key purpose and responsibilities of the West Sussex Connect team roles. The profiles are a summary of the roles and are not meant to be exhaustive. These role profiles will be further developed and finalised with service providers once appointed.

All roles will work in accordance with the 7 key principles underpinning the West Sussex Connect model:

- Flexibility, consistency and reliability
- Accessibility
- Strengths-based
- Client involvement
- Gender-responsive
- Working together
- Trauma-informed

Connect team roles;

- Connect Lead (p2)
- Community Idva: medium risk and Engage (pg3)
- Community Idva: complex needs specialist (pg4)
- Engage Worker (pg5)
- Children and Young People Worker (pg6)
- Skills Enhancer (pg7)
- Peer Coordinator (pg8)
- Group Coordinator (pg9)

JOB TITLE: CONNECT DELIVERY LEAD

Job Purpose

Responsible for delivering and coordinating all key elements of the service and achieving the West Sussex Connect aims and objectives. Provide oversight of the delivery model and lead a competent, well-supported team who have the expertise, skills and values to engage and work cooperatively with clients and other professionals to provide the best response to each client. Develop the coordinated multi-agency approach around the 7 core principles to build a shared focus on increasing safety and well-being, creating a positive experience for each client and their family. Shape a culture and ethos that values service user expertise, creating opportunities for their voices to be heard and to influence service delivery.

Key Responsibilities

- Support the whole team to access training and build specialist skills to offer excellent service.
- Operational responsibility for delivery of all projects and each element of the service, including managing funding for therapeutic and practical support.
- Management of Community Idvas, Engage workers and Children and Young People workers; provide effective, accessible support and supervision of staff and volunteers.
- Allocating cases and providing case management. Reviewing current estimate of caseloads through the pilot with case workers and SafeLives.
- Fostering a culture of reflective practice and enthusiasm to share learning and skills, creating an environment of continued service improvement.
- Building accessible and inclusive opportunities for a survivor led, co-produced approach with clients to continually review and improve the service.
- Implement robust policies and procedures to support all aspects of staff and client care including domestic abuse, safeguarding and lone working.
- Coordination of multi-agency pathways, responses, oversight and accountability.
- Facilitate effective joint working practices with other services to collectively keep adults and children safe and improve their wellbeing.
- Offer expert guidance to other professionals and multi-agency adoption of the core principles and pathways.

Person Specification

Essential Skills

- Excellent communication skills (both written and oral) and the ability to communicate effectively with different audiences.
- Ability to advise, support and coach staff at all levels of practice and management
- Ability to think strategically and work at a strategic level with a wide ranging network of stakeholders

Essential Experience

- Developing, reviewing and monitoring the progress of new services and initiatives.
- Working with multi-agency partnerships and/or other voluntary/statutory services involved in the response to DA, including influencing and encouraging partnership, working operationally and at a strategic level.
- Effective quality assurance and auditing case management practice and making recommendations to improve and develop practice.

Essential Knowledge

- Excellent understanding of and experience in safeguarding issues and procedures.
- Comprehensive understanding of risk, needs and how they are related.
- Excellent understanding of multi-agency/partnership working, child protection, health and social care and public protection arrangements.
- Excellent understanding of domestic abuse, including the impact on victims and their children, patterns of behaviour and risk.

Essential Behaviours / Personal Attributes

- Demonstrable commitment to improving responses to DA across all agencies working in the sector.
- Belief in the propensity for perpetrators to change their behaviour.
- Capacity to manage emotions including anxiety, conflict, challenge, trauma.
- Proactive, self-motivated, self-reflective and responds positively to challenging situations

JOB TITLE: COMMUNITY IDVA (Medium Risk & Engage)

Job Purpose

Contribute to achieving the overall aims and objectives of West Sussex Connect. Work collaboratively with clients assessed at medium risk of harm (including those participating in the Engage programme) to create a tailored support plan that addresses risk and reflects each client's needs, strengths and agreed goals. Work closely with other local services as required to provide holistic support that reduces risk, facilitates longer-term recovery and enables each client to develop the skills and resources to move on and maintain independence.

Key Responsibilities

Work with 50 to 60 clients annually:

- Facilitate a 4 week holistic assessment allowing time to gradually build a relationship with each client, incorporating risk and safety, strengths and needs.
- Support clients to identify their aims and agree short-term goals.
- Facilitate regular reviews with each client to ensure support is focussed and achieving the agreed aims.
- Provide advocacy, practical and emotional support.
- Support clients to identify and build on their strengths, assets and resources, both internal and external, with the aim of increasing resilience.
- Identify and support access to therapeutic interventions for clients as required.
- Develop and manage links with a variety of community services to ensure ease of access and signposting for clients.
- Where another professional is best placed to lead on support, provide indirect support through expert advice and information, working in a collaborative way.
- Support facilitation of group programmes and activities including drop-ins at other services to support service users in the community.
- Manage the safeguarding of vulnerable adults and children in line with organisational policy, in discussion with a Senior/Manager and with an open communication with Children and Families and Adult Services.
- Maintain thorough, confidential and up-to-date service user records and case management notes using a client database.
- Ensure encouragement and regular opportunities are given for clients to feedback on the service and that they are informed of the impact of their input.

Person Specification

Essential Skills

- Highly skilled at engaging and assessing service user's needs.
- Manage crisis situations calmly and positively. Excellent advisory, guidance, negotiation and persuasive skills to influence best outcomes.
- Experienced in developing trusting relationships with client group and interpreting assessments in order to support a safety plan.
- Creatively involving clients to lead the direction of their support and set realistic goals.

Essential Experience

- Substantial experience of providing emotional and practical support to service users, probably acquired over a period of not less than 2 years.
- Experience of working in a multi-agency setting with a willingness for partnership working.
- Experience of engaging with service users through assertive outreach.
- Experience of liaising with social services, health agencies, housing providers and voluntary organisations

Essential Knowledge

- Comprehensive understanding of risk, needs and how they are related.
- Undertaking risk assessments and designing safety plans
- Understanding of complex needs and interconnection with domestic abuse
- Child protection / safeguarding issues and legal responsibilities
- Remits of the relevant statutory and voluntary agencies

Essential Behaviours / Personal Attributes

- Non-judgemental, non-directive communication
- Problem solving
- Teamwork
- Customer excellence
- Developing self and others

JOB TITLE: COMMUNITY IDVA – COMPLEX NEEDS SPECIALIST

Job Purpose

Contribute to achieving the overall aims and objectives of West Sussex Connect. Provide specialist, dedicated, flexible, and personalised support to people with complex needs in addition to domestic abuse. Work collaboratively with the right agencies to achieve positive outcomes around client safety and well-being.

Key Responsibilities

- Deliver a flexible, holistic approach that is personalised for each individual, addressing any risks and improving outcomes around their safety, needs and well-being.
- Work in a way that is trauma-informed, with an understanding of the prevalence and impact of trauma and the complex paths to healing and recovery.
- Working in a solution focused way; undertake a holistic assessment of need with each client, which is focused on identifying strengths and works towards building resilience.
- Develop and deliver a proactive response that takes the service to clients, increasing opportunities for engagement.
- Manage a caseload of no more than 15 clients at any one time, ensuring each client receives the appropriate service individual to their needs.
- Help to develop and work within a multi-agency partnership approach, which may include part of the MEAM partnership or similar. You will be the domestic abuse specialist, working directly with clients, providing support and advice where another agency takes the lead, and in general working towards an improved response to people experiencing domestic abuse alongside other needs.
- In conjunction with the Skills Enhancer, deliver and/or contribute to training of partner agencies to support the development of response to this client group.
- Respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.
- Manage the safeguarding of vulnerable adults and children in line with organisational policy, in discussion with a Senior/Manager and with an open communication with Children and Families and Adult Services.
- Maintain thorough, confidential and up-to-date service user records and case management notes using a client database.
- Ensure encouragement and regular opportunities are given for clients to feedback on the service and that they are informed of the impact of their input.

Person Specification

Essential Skills

- Highly skilled at engaging and assessing service user's needs.
- Manage crisis situations calmly and positively. Excellent advisory, guidance, negotiation and persuasive skills to influence best outcomes
- Experienced in developing trusting relationships with this client group and interpreting assessments in order to support a safety plan.
- Creatively involving clients to lead the direction of their support and futures and set realistic goals.

Essential Experience

- Substantial experience of providing emotional and practical support to service users, probably acquired over a period of not less than 2 years.
- Experience of working in a multi-agency setting with a willingness for partnership working.
- Experience of engaging with service users through assertive outreach.
- Experience of liaising with social services, health agencies, housing providers and voluntary organisations.

Essential Knowledge

- Good understanding of multiple needs/disadvantage and how they interconnect.
- Comprehensive understanding of risk, needs and how they are related.
- Child protection / safeguarding issues and legal responsibilities.
- Undertaking risk assessments and designing safety plans.

Essential Behaviours / Personal Attributes

- Excellent communication skills (both written and oral)
- A demonstrable commitment to improving responses to domestic abuse across all agencies working in the sector.
- Capacity to manage raw emotions including anxiety, conflict, challenge and trauma.

<ul style="list-style-type: none"> • Remits of the relevant statutory and voluntary agencies. 	<ul style="list-style-type: none"> • Proactive, self-motivated and self-reflective, with a positive response to challenging situations and the ability to make effective use of support and supervision.
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JOB TITLE: ENGAGE WORKER

Job Purpose

Contribute to achieving the overall aims and objectives of West Sussex Connect. Deliver an approach, centred in safeguarding and risk management, that engages with and supports people experiencing domestic abuse who wish to remain in their relationship; increasing awareness and safety of victims, accountability and responsibility of perpetrators, and ensures children are appropriately supported. This role will provide pro-active support, advice, guidance and specialist initiatives to perpetrators of domestic abuse.

Key Responsibilities

- Undertake comprehensive individual and family assessments and develop individual/family service plan(s)
- Work closely with Community Idvas and Children and Young People Workers to ensure a whole family approach that has effective safeguarding and risk management in place.
- Work with partner agencies to ensure multi-agency risk management plans are in place.
- Ensure that clients get access to the services to which they are entitled by acting as liaison and coordinator between partner agencies.
- Address behaviour change in clients using the Engage model and approach, through 1-1 and group work.
- Follow procedures and protocols with other services so that the safety of the clients is kept central to any process
- Manage the safeguarding of vulnerable adults and children in line with organisational policy, in discussion with a Senior/Manager and with an open communication with Children and Families and Adult Services.
- Maintain thorough, confidential and up-to-date service user records and case management notes using a client database.
- Ensure encouragement and regular opportunities are given for clients to feedback on the service and that they are informed of the impact of their input.

Person Specification

Essential Skills	Essential Experience
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- Assessment and support planning skills.
- Understanding of group working, group dynamics, and able to demonstrate competent group work facilitation skills.
- The ability to communicate with people from a wide range of backgrounds.
- Excellent customer care skills.
- Excellent communication skills (both written and oral).

- Substantial experience of working with perpetrators of domestic abuse.
- Experience of working in a multi-agency setting with a willingness for partnership working.
- Experience of liaising with social services, health agencies, housing providers and voluntary organisations.

Essential Knowledge	Essential Behaviours / Personal Attributes
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- Understanding of the dynamics of domestic abuse.
- Awareness of typologies of domestic abuse.
- Child protection / safeguarding issues and legal responsibilities.
- Good standard of education, be literate and numerate.
- Understanding of complex needs and interconnection with domestic abuse.

- A demonstrable commitment to improving responses to domestic abuse across all agencies working in the sector.
- Capacity to manage raw emotions including anxiety, conflict, challenge and trauma.
- Proactive, self-motivated and self-reflective, with a positive response to challenging situations and the ability to make effective use of support and supervision.

- Belief in the propensity for perpetrators to change their behaviour.

JOB TITLE: CHILDREN AND YOUNG PEOPLE WORKER

Job Purpose

Contribute to achieving the overall aims and objectives of West Sussex Connect. Provide effective support to children and young people experiencing familial domestic abuse or who are harming a parent; to identify and provide access to what they need to be safe, happy and to thrive.

Key Responsibilities

- Deliver a flexible, holistic approach that is personalised for each individual child/young person and family, addressing any risks and improving outcomes around their safety, needs and well-being.
- Provide an opportunity for a comprehensive assessment of strengths, needs and risks to all children and young people linked with a West Sussex Connect client.
- Provide support/interventions to C&YP whose parents are on the Engage programme, tailored to the age, wishes and strengths of each individual child/young person.
- Provide tailored support to young people identified as being abusive to a parent, including 1-1 work, groups and activity based support.
- Provide tailored support to pre-school age children in conjunction with their non-abusive parent, including interactive tools and activities.
- In conjunction with the Group Coordinator deliver the Grow Together group programme, this includes courses that are for parents only, and parallel programmes for parents and children/young people.
- Work with The Mix to develop and deliver digital options for young people.
- Support the Peer Mentor Coordinator to develop a young person's mentoring programme.
- In conjunction with the Skills Enhancer, deliver and/or contribute to training of partner agencies to support the development of response to this client group, including use of toolkits.
- Support the development of a network of services providing domestic support to ensure clear referral pathways and awareness of services available.
- Develop strong community links to enable a range of support options available to children and young people.
- Develop links and partnership working with relevant children's support services, which may include joint delivery of programmes, supporting a partner agency when they're leading on support delivery.
- In West Sussex (and West Sussex where capacity allows): provide tailored support to all age ranges, including opportunities for group work and 1-1 support.

Person Specification

Essential Skills

- Able to engage effectively with C&YP, their parents and carers.
- The ability to proactively engage with families who might find it hard to access support.
- The ability to communicate with people from a wide range of backgrounds.
- The ability to work individually and as part of a team.
- Excellent communication skills (both written and oral).

Essential Experience

- Experience of working with C/YP in a DA or related setting.
- Experience of working in a multi-agency setting with a willingness for partnership working.
- Experience of liaising with social services, health agencies, housing providers and voluntary organisations.

Essential Knowledge

- An excellent knowledge of child development, systems theory and impact of trauma and DA on C&YP.
- Child protection issues and legal responsibilities.
- An excellent knowledge of different therapeutic approaches and styles.

Essential Behaviours / Personal Attributes

- A demonstrable commitment to improving responses to domestic abuse across all agencies working in the sector.
- Capacity to manage raw emotions including anxiety, conflict, challenge and trauma.

<ul style="list-style-type: none"> • Undertaking assessments and designing support plans. 	<ul style="list-style-type: none"> • Proactive, self-motivated and self-reflective, with a positive response to challenging situations and the ability to make effective use of support and supervision.
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JOB TITLE: SKILLS ENHANCER

Job Purpose

To develop and deliver a training programme for partner agencies that enhances the knowledge and skills of professionals, to improve the response to individuals or families where there is domestic abuse. Training will focus on areas within the Connect principles and service, including 'Creating a Culture of Engagement'.

Key Responsibilities

- Develop/deliver training on: elements of the Connect model such as trauma informed and strengths based approach, use of tools/toolkits, and Creating a Culture of Engagement training.
- To write and develop materials and documentation to support the successful delivery of training.
- Lead on negotiation with partner agencies and commissioners in relation to developing and delivering training courses.
- Ensure that the effectiveness of the training is measured, including through feedback from practitioners attending.
- To write and contribute to reports and progress updates on the implementation of Connect activity.
- To provide a point of proactive and regular contact with professionals you train directly, and as the Connect representative for relevant stakeholders.
- To review the evaluation reports of training delivered, and inform the Connect Lead of any issues that are raised.
- Contribute, as requested, to monitoring or contract reports.
- Line management responsibility for the Peer Mentor Coordinator and Group Coordinator roles.
- Maintain links with the SafeLives Learning & Accreditation Programme (LAP) team to ensure consistency in messaging and contributing to development.

Person Specification

Essential Skills

- Outstanding training, communication and interpersonal skills, both written and verbal experience of online training would be desirable.
- Very good facilitation skills including an ability to lead a discussion to constructive conclusion and the ability to provide feedback and communicate potential ways forward in a way that provides positive motivation for the audience.
- Sound IT skills (e.g. Word, PowerPoint and Excel).

Essential Experience

- Experience as a practitioner in either the voluntary or statutory sector working with victims of domestic abuse and their children.
- Direct experience of making presentations to other agencies about domestic abuse risk management and multi-agency work.
- Experience of working with diverse communities.
- Experience of line management and supervision.

Essential Knowledge

- Experience of delivering training, including having researched and developed high-quality training/facilitation materials.
- Excellent understanding of domestic abuse.
- Knowledge and understanding of safeguarding issues.
- Understanding of multi-agency approaches.

Essential Behaviours

- Excellent communication skills (both written and oral) and the ability to communicate effectively with different audiences.
- Belief in the propensity for perpetrators to change their behaviour.
- A demonstrable commitment to improving responses to domestic abuse across all agencies working in the sector.
- Proactive, self-motivated and self-reflective, and the ability to make effective use of support and supervision.

JOB TITLE: GROUP COORDINATOR

Job Purpose

To enable clients/survivors to have access to a range of groups and activities that will address trauma and support long term healing from the impact of domestic abuse: building resilience and enabling survivors to thrive, independently and alongside their children.

Key Responsibilities

- Lead on establishing and facilitating (in conjunction with Connect colleagues) a group work programme which will include;
 - Having a voice: co-creation / campaigning.
 - Domestic abuse awareness: covering all types of abuse, children and effects of domestic abuse on children, media's portrayal of abuse
 - Moving forward: confidence building, coping strategies, dealing with emotions, forward thinking, psycho-educational, self-esteem / having a voice, boundaries, self-love, goals, social inclusion
 - Children / parenting: understanding impact of DA on children, and on parenting, building relationships and bond between parent and children.
 - Creative sessions: help recovery as they build self-esteem, skills and confidence, and can combat some of the impacts of trauma both physically and mentally e.g. making poems, drawing, flower arranging, yoga, mindfulness, singing, theatre
 - Workshops that focus on practical skills related to moving forward e.g. benefits, budgeting, employment, training, CV writing, dress for success, IT course, tenants' rights
- Engage and collaborate with local organisations to provide a range of options that support and enhance group programmes.
- Build community links and facilitate access to support, education/training or employment, depending on the needs, wishes and personal support plan for each client. This should also include provision around language and immigration.
- Support the development of online courses/learning.
- Support the Connect Skills Enhancer to provide training, including Creating a Culture of Engagement, elements of the Connect model, use of tools/toolkits.

Person Specification

Essential Skills

- Excellent communication skills (both written and oral) and the ability to communicate effectively with different audiences.
- Understanding of group working, group dynamics, and able to demonstrate competent group work facilitation skills.
- A qualification or training in group facilitation.

Essential Experience

- Experience of providing group work to people who have experienced domestic abuse.
- Experience of working with people with domestic abuse and/or related issues such as substance misuse or mental health.
- Experience of working with diverse communities.

Essential Knowledge

- An excellent understanding of the issues faced by survivors of domestic abuse.
- A good understanding and knowledge of group dynamics and the way groups form and function.
- Experience of delivering training.
- Child protection / safeguarding issues and legal responsibilities.

Essential Behaviours / Personal Attributes

- A demonstrable commitment to improving responses to domestic abuse across all agencies working in the sector.
- Capacity to manage raw emotions including anxiety, conflict, challenge and trauma.
- Proactive, self-motivated and self-reflective, with a positive response to challenging situations and the ability to make effective use of support and supervision.

JOB TITLE: PEER COORDINATOR

Job Purpose

Contribute to achieving the overall aims and objectives of West Sussex Connect. Create a peer support network by recruiting, training and supporting survivors to act as peer mentors; enabling survivors to support and gain support from other survivors.

Key Responsibilities

- Develop and facilitate a peer mentoring programme giving clients the opportunity to use their qualities, experience, talents and skills to support other survivors.
- Develop and facilitate an assessment process to identify an individual's aims, goals, and where they are at on their personal recovery journey, and suitability and readiness to become a peer mentor.
- Develop and deliver training package for new peer mentors.
- Deliver support and supervision to peer mentors.
- Provide opportunities to meet as a group of peer mentors to share learning and experiences, and to develop the roles accordingly.
- Offer a wide range of ways that a mentor could provide support depending on their own skills or interests.
- Offer a peer mentoring programme that can help clients build community networks and develop normal day-to-day life and links back to friends and family.
- In conjunction with the Group Coordinator, facilitate regular 'drop-in' groups to provide opportunities for clients to meet in an unstructured and informal setting.
- Ensuring that the differing needs of survivors are being met through client involvement and ongoing feedback
- Support development of online peer network.
- Support the Group Coordinator with delivery of group programme.
- Support the Skills Enhancer to provide training, including Creating a Culture of Engagement, elements of the West Sussex Connect model, use of tools/toolkits.

Person Specification

Essential Skills

- Highly skilled at engaging and assessing service user's needs.
- Ability to manage group of volunteers, provide support and supervision.
- High level of organisational skills.
- Ability to adapt and develop according to needs, wishes and input of survivor group.

Essential Experience

- Experience of working with people with domestic abuse and/or related issues such as substance misuse or mental health.
- Experiencing of facilitating group support.
- Experience of developing peer support / mentoring / service user voice.
- Experience of working with diverse communities.

Essential Knowledge

- Good understanding of domestic abuse.
- Child protection issues and legal responsibilities.
- Experience of delivering training.
- Understanding of group working, group dynamics, and able to demonstrate competent group work facilitation skills.

Essential Behaviours / Personal Attributes

- Excellent communication skills (both written and oral).
- Proactive, self-motivated and self-reflective, and the ability to make effective use of support and supervision. Non-judgemental, non-directive communication
- Problem solving
- Teamwork

