

JOB DESCRIPTION

LAST UPDATED 4 JANUARY 2022



Job Title:	Phoenix Engagement Worker
Team:	Accommodation and Resettlement Team
Responsible to:	Phoenix Deputy Manager
Responsible for:	No staff
Location:	Trowbridge

Hours:	37
Holiday Entitlement:	25 days plus bank holidays
Salary:	£22,572 – £24,181
Pension:	Group personal pension plan, with employer contribution of up to 4%.

Vetting Requirements:	Enhanced DBS
Essential Requirements	Full driving licence, business insurance and use of road worthy vehicle.
General Description:	<p>Splitz Support Service's Phoenix Project has recently received new funding, which has allowed us to continue to grow and expand the services we offer. This is an exciting opportunity to join our brand new Accommodation and Resettlement Team, which will operate across Wiltshire.</p> <p>This role is part of the Phoenix Project which provides individual and family support to domestic abuse and sexual violence victims and their children. The Accommodation and Resettlement Team will focus on delivering timely and high quality, trauma informed support to victims of domestic abuse and sexual violence, and their families.</p> <p>The post holder will engage and consult within the local community to ensure Phoenix support is accessible, develops and therefore builds networks to improve referral pathways and promote shared learning around domestic abuse and sexual violence. The role will support Phoenix in recognizing and addressing the needs of service users who face particular barriers when seeking help to access the service.</p> <p>We are looking for individuals who are passionate about preventing domestic abuse and sexual violence and supporting survivors to live free from abuse.</p>

	This role will be based in our Trowbridge office, with a requirement to travel across Wiltshire. Splitz supports staff to work flexibly, with an ability to work in a hybrid fashion, both at home and in the office.
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Main Duties and Responsibilities

- Develop and establish close contacts with the various communities and statutory and voluntary organisations in Wiltshire, to ensure positive partnerships enable holistic and joined up service delivery.
- To recognise, respect and address the needs of service users who face particular barriers when seeking help to access the service, including those from different ethnical and cultural backgrounds, LGBT communities, disabled people, those with complex needs and other hard to reach groups.
- To support the wider Phoenix service in accessing relevant agencies for their service users, including but not limited to health, social care and wellbeing, learning, work related, benefits, housing and leisure services/activities.
- To build and continue to review a resource database of community and other networks in Wiltshire, including various statutory agencies.
- To design and run workshops and training sessions to partnership providers to improve their understanding of the support Phoenix can offer, domestic abuse and associated challenges.
- To establish effective working relationships with colleagues in other services including the Job Centre, Social Care Services, the local authority, Police and voluntary agencies, assisting to increase their understanding of domestic abuse issues, taking and making referrals and acting in an advocacy role for Phoenix, with an aim of promoting and supporting the welfare of those we support.
- To develop effective relationships with relevant local organisations to raise the profile of domestic abuse and its impact on families and to publicise the support Phoenix offers.
- To work within the multi-agency arena, developing positive partnership working across the operational areas and local community to raise awareness of domestic abuse issues, the support options available through Phoenix and to offer training and education as appropriate.
- Work closely with local communities to help towards building better community resilience and encouraging community participation.
- To contribute to the development of a community response to domestic abuse, attending multi-agency forums when appropriate.
- To publicise the support available to women, men and children at risk of domestic abuse.

General

- Work at all times in accordance with the requirements of the Lone Working Policy and Procedure.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Attend and contribute to team meetings.
- Help maintain accurate and confidential case management records and contribute to monitoring information for the service.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Undertake agreed training and keep updated on changes in legislation, policy and best practice.

Responsibilities

- Manage appropriately highly confidential information relating to vulnerable people.
- Ensure security of data, especially sensitive personal data, in line with the information security policy
- Work within Splitz's Policies and Procedures at all times.
- Be mindful of responsibilities in respect of health and safety. In particular:
 - Co-operate at all times with management in the implementation of and adherence to health and safety policy and procedures;
 - Take reasonable care for their own safety and for the safety of others who may foreseeably be affected by their actions at work;
 - Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work;
 - Report all health and safety concerns to line managers;
 - Assist with the completion of the risk assessment programme.
- Any other duties that may be reasonably required