## Job Title: Domestic Abuse Outreach and Court Support Worker

## Reporting to: Assistant Manager

**Overview:**Amber, is a long-established Organisation working to empower women and children of all cultures and backgrounds to live abuse-free lives. As a specialist domestic abuse service our professional team works alongside others to safeguard women and children against domestic abuse, including coercive control. We provide safe, supportive, client-centred services, from early intervention to recovery, both in the community and at the refuge.

**Our core values are those of empowerment, respect, diversity & inclusion, social justice, and integrity & transparency.**

## Purpose of Role:

To provide support to women affected by domestic violence at safe locations, by assessing and addressing the unique needs of clients as part of tailored support plans within the outreach service.

## Key responsibilities of the post

**Primary Support Role:**

* Actively respond to the needs of clients, providing ongoing and specific support through the support plans.
* Develop and manage appropriate support plans, effectively managing the Outreach caseload, and prioritizing based on risk and need.
* Liaise with the project team and other Amber services to maintain a high standard of support for women and children in the service, fostering collaboration and ensuring the well-being of those in the service.
* Accompany women in the service to appointments, such as court visits, legal aid, and garda stations.
* Assist and support clients through safety planning.
* Facilitate evidenced-based group programs for women.
* Facilitate client's involvement in their development within the service, increasing engagement levels.
* Ensure implementation and adherence to Amber Women's Refuge CLG’s policies and procedures.
* Consult with and refer any child protection/welfare issues to the Designated Liaison Person.
* Stay conversant with international and national policies, procedures, and legislation relevant to domestic violence.
* Collaborate closely with the Manager and Assistant Manager in developing, monitoring, and evaluating the Outreach Service.

**Operations:**

* Effectively use the client relationship management system (eSafe) and ensure the accuracy of the information provided.
* Contribute to developing good practice standards through reviews and evaluations.
* Adhere to health and safety protocols, especially as a lone worker, to ensure the well-being and security of women, families, and yourself while maintaining a high standard of support.
* Collate and update accurate statistics and reports as per Amber and Funder's requirements.
* Provide timely feedback of statistics to the Manager/Assistant Manager.

**Communications/Public Relations**

* Develop effective relationships with relevant agencies and stakeholders.
* Be involved in developing local referral pathways creating links with relevant agencies and community organizations.
* Educate and raise community awareness on domestic violence and abuse through awareness raising events, and training.
* Attend relevant meetings in conjunction with the Management team.

**Confidentiality**

* Maintain the highest standards of confidentiality when handling sensitive information, in accordance with our organization's policies and ethical guidelines. This includes all information relating to the refuge and our clients.

Competency Framework

All employees are required to adhere to our Organisation's Competency Framework, which outlines the essential skills and behaviours for success in this role. Please familiarise yourself with this framework, as it will be an integral part of your ongoing professional development and performance evaluation.

***Amber Women’s Refuge CLG is an Equal Opportunities Employer***

*Please note that this job description is not exhaustive and that you may be required to undertake additional duties and responsibilities as necessary to meet the needs of the role and the Organisation. This job description is subject to periodic review and may be revised and updated to ensure its accuracy and alignment with the evolving needs of the role and the Organisation.*