Job Description

Job title: Project Support Worker

Scale: £19,621 - £21,609 p.a (pro rata for part-time)

3% employer's contribution

Responsible to: Project Service Manager
Sessional workers and Volunteers

Hours 18.5 hours per week

Main purposes of the post

1. To provide efficient and effective administrative support to project's team.
2. To undertake administrative tasks associated with meetings, appointments and correspondence, client need and monitoring (inc. booking rooms, arranging appointments, taking and distributing minutes, receiving phone calls, clients and visitors, taking referrals over the phone and inputting data to various systems)
3. To assist with monitoring and evaluation of the project.
4. To input referrals received onto various systems, and ensure the referrals are complete and all required data is inputted.
5. To support in the preparation for group delivery, training delivery and other organisational requirements.
6. To take client referrals, manage incoming enquiries and liaise with local authority practitioners to create case records.

Main duties

1. Collecting, collating and inputting data for quarterly and monthly reports and evaluations.
2. Attendance at some meetings to take minutes
3. Dealing with confidential information with regards to the project, in a sensitive and appropriate manner.
4. Supporting the Partner Support Worker in communicating with clients in a timely manner in accordance with procedural requirements.
5. Supporting the Interventions team in communicating with clients in a timely manner in accordance with procedural requirements.
6. To process all referrals made to the project and liaise with stakeholders to ensure correct information is received.
7. Answering the project's phone line and answer machine and dealing with enquiries accordingly.

8. Maintenance of project's computerized systems.
9. To assist project workers in a variety of tasks to ensure the smooth day to day running of the project.

Person Specification- Project Support Worker	

Area	Criteria
Education & training	**Desirable** A level 4 or equivalent qualification (or alternatively significant relevant experience) is essential. A relevant professional qualification in Social Work, Youth & Community Work, Counselling, Criminology or Teaching.
Experience & Knowledge	**Essential** 1. An understanding of the nature of domestic violence and its effects on women and children. 2. An understanding of the child protection system. 3. Knowledge of and familiarity with Microsoft Office applications, 4. including Word, PowerPoint and Excel. 5. A competent user of Outlook and the Internet 6. Ability to use computerised monitoring systems. 7. Experience in using client management systems such as Oasis or similar. **Desirable:** 1. An understanding of risk factors in perpetrators of domestic violence 2. An understanding of domestic violence in the context of women's violence towards male partners, domestic violence in same sex relationships, young people's violence towards parents and so called honour based violence. 3. Understanding of the criminal justice system, CAMHS, behaviour support options relating to young people using violence and abuse. 4. Understanding of Early Help and Whole Family Assessments. 5. Experience of liaising with social workers and other professionals from a range of statutory and voluntary agencies
Personal Attributes	**Essential** 1. The ability to communicate clearly with a range of people both over the telephone, through email and in person, sometimes over sensitive and/or complex issues 2. Motivated and enthusiastic 3. Ability to operate with a high degree of confidentiality

4. Ability to work to tight deadlines and to take responsibility for meeting agreed targets
5. Ability to work on own initiative, to be proactive and take responsibility for workload.
6. Ability to work independently and as part of a team towards a common objective
7. Commitment to continuing professional development
8. Ability to recognise discrimination, in its various forms, and to take appropriate action
9. Willingness to work flexibly, as and when required
10. The ability to manage your own administration and to maintain effective administrative systems.

Attitude

Essential:

1. Demonstrate an understanding of Anti-Discriminatory Practice in service delivery and a commitment to implementing Anti-Discriminatory Practice in relation to job responsibilities
2. Demonstrate an understanding of and a commitment to work in accordance with the Confidentiality and Equal Opportunities Policies of the Project
3. Demonstrate an understanding of and commitment to work in accordance with the objectives and principles of the Respect Service Standard
4. Demonstrate a willingness to work within an organisation which works both with perpetrators of and with victims who have experienced domestic violence
5. Demonstrate a willingness and ability to work flexibly including some evenings
6. Demonstrate an understanding and willingness to deliver the service in collaboration with other agencies.