



Sonas Domestic Violence Charity Outreach Support Worker Job Description

JOB TITLE: Outreach Support Worker
REPORTS TO: Community Service Manager

FUNCTION

The Support Worker is responsible for providing direct support services to clients within Sonas. Ensuring best practice in the delivery of support services and ensuring the needs of the clients and their children are central to the service provided.

KEY AREAS OF RESPONSIBILITY

1. Maintaining the highest standards of professionalism in supporting and providing services to clients. Ensuring that an environment is created which is conducive to the well-being of the clients.
2. Ensuring that the needs of clients are central to the work of Sonas.
3. Undertaking and implementing needs assessments, risk assessments and develop safety and support plans to address client needs through the use of relevant Sonas tools.
4. Ensuring progression of the clients' support plan through an effective case management approach.
5. Keeping the Service Manager abreast of changes to client needs or any significant issues relating to them.
6. Where working on Sonas sites, ensuring that a high standard of cleanliness, housekeeping and hygiene is maintained.
7. Working in compliance with Sonas quality standards, policies and procedures and ensuring the delivery of a quality, effective and safe service to clients.
8. Making referrals or supporting clients in making self-referrals as may be necessary.
9. Being an advocate for clients when appropriate and by agreement.
10. Providing support and information to clients around safety issues, legal matters in relation to domestic abuse, court accompaniment and housing issues, as appropriate.
11. Liaising and developing links with appropriate agencies for the purpose of referral, information and support, e.g. Gardaí, Legal Professionals etc.
12. Ensuring effective teamwork with the service areas to ensure that women and children are provided with an integrated domestic violence service.
13. Ensuring that accurate and legible records and case files are maintained and filed in accordance with the agreed standards. Preparation and delivery of reports and statistics as required.
14. Ensuring adherence to Sonas and Tusla policies relating to child protection.



Sonas Domestic Violence Charity Women's Support Worker Job Description

15. Keeping professionally up to date and being informed of developments in the area of domestic violence including new methods of work, changes in policy, legalisation, additional supports etc.
16. Attending education and training programmes as may be required.
17. Liaising effectively with other statutory and voluntary bodies.
18. Contributing to the co-ordination and development of strategies to combat domestic violence at a local level in order to effect political, social and cultural change.
19. Participating in internal team meetings and on committees as may be requested. Participating in supervision support.
20. Maintain the highest standards of confidentiality in respect of issues pertaining clients.
21. Maintain a high standard of work performance, professionalism, attendance, appearance and punctuality at all times.
22. Ensure good working relationships are maintained with colleagues at all times.
23. Participate in performance management systems.
24. Any other duties as may be assigned by the Service Manager.

The above job description is not intended to be a comprehensive list of duties and responsibilities and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post when in office. This job description may change in line with the changing needs and objectives of Sonas Domestic Violence Charity.