

## JOB FAMILIES ~ Personal Support

### Job Title: Start to Finish Worker (Domestic Abuse)

#### Level descriptor – Level 6 (152 know-how)

<b>Role purpose:</b> Required to undertake several diverse specialist or technical activities delivering the programme work streams within the Start to Finish Project using skills that would have been gained through formal qualifications and/or considerable relevant work experience. Roles at this level are expected to work unsupervised for much of the time, accessing and assessing information independently but working within agreed processes and frameworks.	
<b>Typical activities</b>	<b>Knowledge, skills &amp; experience</b>
<p>Manage several programme work streams in support of delivery of the council's responsibilities under reducing reoffending and supporting individuals with complex needs, applying knowledge and skills to a range of activities to achieve targets set within the projects.</p> <p>Assist with project planning, accommodation needs and support for the cohort of individuals identified within agreed processes. Support tasks involved 1 to 1, budget and life skills for identified individuals as well as accommodation support for landlords.</p> <p>Attend programme meetings and agree targets, key deliverables and monitor their impact on budget and the programme, reporting on these using the relevant systems and project management tools, ensuring any variances are flagged with the appropriate person in time for effective remedial action.</p> <p>Establish &amp; maintain appropriate links between colleagues, partners and other professionals to encourage a clear understanding of each other's priorities and ways of working.</p> <p>Analyse and interpret data and information and make recommendations or write reports to support decision making by others for a broad range of activities across Start to Finish and EIAP.</p> <p>Well organised with effective communication skills both verbally and in writing.</p> <p>Be involved in organising and oversee delivery of key elements and briefings to reflect national and local practice.</p>	<p>Vocational qualification or experience to level 3 or 4 relevant to the service users or equivalent.</p> <p><b>Knowledge and experience of engaging individuals with complex needs.</b></p> <p><b>Knowledge and understanding of Criminal Justice and Reducing Reoffending pathways.</b></p> <p>Knowledge and understanding of safeguarding protocols and the threshold levels for service users groups.</p> <p>Significant practical experience of public service delivery, giving rise to a variety of technical skills and sound understanding of the services available, work practices and processes relevant to the role.</p> <p>Ability to make analytical reasoning and recommendations about particular areas of work.</p> <p>Ability and experience in managing elements of projects to a successful conclusion</p> <p>Ability to engage with service users and partner agencies within the relevant codes of practice values (dignity, respect etc.) and understanding of the challenges faced by this vulnerable group.</p> <p>Ability to manage own work without close supervision</p>

	Understanding and recognition of professional & personal boundaries
<b>Performance measures</b>	<b>Competencies</b>
<p>Quantifiable objectives ~ e.g. number of individuals facilitated into appropriate accommodation with all relevant key elements of maintaining a tenancy and life skills to integrate/recover worked on at any one time, impact evaluation of intervention, quality of records, lesson observations etc.</p> <p>Feedback from service users, colleagues and partner agencies</p> <p>Key Performance Indicators (where available)</p> <p>Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, sharing best practice and information to develop self and others</p> <p><u>Service user/ outcome focused</u> ~ achievement of results through appropriate decision making, evidenced based interventions,</p> <p><u>Problem solving &amp; judgement</u> ~ develops solutions, makes links between identified potential issues and possible solutions, makes decisions within guidelines</p> <p><u>Planning &amp; Organising</u> ~ Prioritises work, organising work for self and others to avoid or minimise peaks and troughs</p> <p><u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on theirs.</p>