

Job Description and Person Specification

Post Title:	Project Worker Level 3
Salary:	Pt12 – Pt16 (£28,598 - £30,518)
Hours	37 hours worked flexibly between core hours of 8am and 6pm with occasional evening and weekends in response to the needs of the service
Location:	The core office base is situated in Rotherham, with regular travel to GROW's Barnsley base; both offices have limited wheelchair access. The post holder will be expected to travel to different venues including service users' homes that may also have limited wheelchair access.
Responsible to:	Service Coordinator / CEO
Responsible for:	Designated GROW trainees, students, apprentices and volunteers
Designated area:	Women's Justice Service
Equality diversity and inclusion statement	GROW is committed to the values of equality, diversity and inclusion. A key element of this role will be to ensure this policy is implemented

Main Purpose of the Role

Provision of empowering and bespoke strength-based trauma informed practical, emotional and advocacy support - brokering solutions that enable women and girls to address immediate needs, navigate challenges and achieve their goals and aspirations

Key Tasks and Responsibilities

Service Delivery

1. Manage an active case load and work independently in the provision of all aspects of support to service users
2. Provide bespoke one to one support to service users that is empowering and helps them achieve their objectives, limit the impact of abuse/trauma/adverse experience and reduce the risk of harm
3. Undertake initial and ongoing comprehensive and dynamic need and risk assessments, managing risk as appropriate.
4. Complete all necessary and approved assessments, support plans, case management - recording all interventions, using agreed systems and procedures.
5. Coproduce programmes of support with service users that respond to their identified and expressed needs
6. Deliver a range of trauma-informed group work programmes/activities/sessions, e.g. Trauma Stabilisation Programme, Drop in's, peer support, service user engagement and participation, positive activities and mindfulness and wellbeing activities
7. Develop and provide creative ways to engage women with different experiences, inclusive of race, culture and religion.
8. Develop and maintain good working relationships with key organisations and their staff to support women to gain access to the services they require.

9. Enable access to specialist cultural / gender identity welfare support e.g. drug and alcohol services, rights etc.
10. Complete regular risk assessment tools for each case supported and risk management plans, including DASH RIC assessments etc.

Approach

11. Use a collaborative approach in work with service users, colleagues and partners, maintaining open, timely and clear communication
12. Maintain a positive approach, embrace change, be innovative and solve problems
13. Work in an anti-discriminatory way and promote equality, diversity and inclusion in all aspects of the work, ensuring that all provision is appropriate with regard to individuals cultural, religious, sexual orientation, age etc. and other additional needs/issues are acknowledged and supported
14. Take responsibility for own professional development, and actively participate in line management supervision / case management and internal and external service and case reflective opportunities

Service Responsibilities

15. Provide support to the coordinator to ensure the effective delivery of allocated service/s, ensuring compliance with any internal systems/policies and contractual obligations
16. Deputise for the Coordinator in periods of short-term absence and on request
17. Lead on an allocated area of work e.g. Voice and Influence, Equality, Diversity and Inclusion, Project Management
18. Support the induction and onboarding of new staff, acting as a mentor to new team members
19. Provide supervision and support to designated students and volunteers and GROW trainee workers

Organisation and Administration

20. Produce monitoring information for use in contract reports – Service User feedback, case studies, etc.
21. Monitor, measure and report on operational issues, opportunities, development plans, and achievements, within agreed formats and timescales
22. Respond to complaints, feedback and suggestions and identify practical solutions to any barriers.
23. Work as part of the wider team to ensure the Mission and Vision of GROW are met and the work reflects GROW's underpinning ethos and values
24. Contribute to the development and implementation of the organisations strategic/operational plans

General Responsibilities:

25. Develop specialist knowledge around the needs and rights of women and children and in the area relevant to your specific work e.g. of sexual exploitation, criminal justice system, domestic/sexual abuse through attendance at relevant training, learning events and conferences.
26. Promote the work of the organisation and make appropriate links and connections.
27. Be familiar with and comply with all relevant regulation, policy and procedures e.g. EDI, Health and Safety, HR, Data Protection and Financial Regulations
28. You will be required to use your own vehicle for which GROW will pay appropriate allowances.

Any other duties reasonable and consistent with the requirements/grading of the post as requested

PERSON SPECIFICATION		
Personal Skills and Qualities		
	Essential	Desirable
1. Knowledge, Experience and Education/Training		

1a	A recognised professional qualification (NVQ level 3 / 4 or above) in a relevant area e.g. Probation, Education, Social Work or Youth and Community Work, Women's Studies, Criminal Justice OR Significant and relevant experience and understanding of working with people disadvantaged/vulnerable due to structural inequality and/or circumstance/experience of trauma and the commencement of an appropriate qualification within 1 year of starting the role (and achievement within an agreed period)	AF/I	C/Q
1b	Experience of working within and knowledge of multi-agency safeguarding and/or risk management processes/protocol/forums e.g. MAPPA/MARAC/Child Protection Conferences etc.	AF/I	
1c	Experience of delivering services and/or working with women and/or girls in a relevant field		AF/I
1d	Knowledge and understanding of the issues and impacts faced by women due to structural inequality, sexual exploitation/abuse, criminal justice, domestic abuse etc.	AF/I	
1e	Experience of working with people with multiple and complex needs e.g. accommodation and housing, substance use, poverty	AF/I	
1f	Experience of developing and running training sessions and workshops		AF/I
1g	Experience of working in an environment that requires confidentiality	AF/I	
1h	Experience of working with key stakeholders, developing and maintaining partnerships and professional relationships with agencies to deliver an effective, needs led support		AF
1i	Experience of identifying and following relevant organisational and regulatory policies and procedures and understanding what will happen if they are not met.	AF/I	
2. Skills and Abilities			
2a	Ability to set and maintain professional boundaries	I	
2b	Ability to implement empowering and trauma informed approaches and create psychologically informed environments/support interventions appropriate to meet the needs of women and girls using our services.	I	
2c	Ability to undertake outreach and engagement work and support women and girls on a one-one basis and within groups, advocating on their behalf as necessary	AF/I	
2d	Ability to involve women and girls in the design and delivery of services, ensuring that their views are heard and influence service outcomes.	I	
2e	Ability to assess risk and need and work alongside women and girls to develop responsive and meaningful support plans that increase safety and achieve positive outcomes as identified by them	AF/I	
2f	Ability to operate flexibly to manage resources and prioritise a varying workload often under pressure.	I	
2g	Communicate clearly and concisely with a range of stakeholders in a way that is appropriate to a person's needs level of understanding and encourages effective engagement.	I	
2h	The ability to actively embed equal opportunities and non-discriminatory practice in every aspect of their work	I	
2i	Ability to use Microsoft Office and Client Management Systems	AF	

2j	Ability to develop implement and manage projects successfully and to strict timescales (involving target setting, monitoring and evaluation and line management).	AF/I	
3. Core Behaviours and Attitudes			
3a	Resilient and self-motivated with the ability to work as part of a team and independently using own initiative in a constantly changing internal and external environment	I	
3b	Committed to the values of GROW. Passion about the promoting/addressing the needs and rights of women and girls		
3c	Demonstrates a strength-based approach, positive attitude, sees solutions not problems.	I	
3d	Presents a positive image of self and the organisation at all times and develops and builds working relationships with colleagues and external partners that creates an environment of trust and mutual respect.	I	
3e	Identifies gaps in current knowledge and skills and agrees a performance and development plan, reviewing and revising the plan as required.	I/R	
4. Personal Qualities and Physical Requirements			
4a	Strong commitment to the values of GROW and to support and develop opportunities for Women and girls experiencing structural inequality and/or facing severe and multiple disadvantages	AF/I	
4b	Flexible and creative approach at work; able to adapt to the changing needs of the programme	I	
4c	Attention to detail, ensuring all work is accurate, concise and understandable	AF	
4d	The post holder will be required to travel across the area/region and have a full driving license, access to a vehicle with associated business insurance.	AF	
4e	Willingness to occasionally work and travel across the UK	AF	

Key:

AF – Application Form

I – Interview

R- Reference

C/Q – Certificate or
Qualification

OT – Occupational Test

DBS – Disclosure & Barring
Service Check

- This job description/person specification has been prepared in accordance with the requirements of GROWS Equal Diversity and Inclusion and Employment Policies
- **Essential:** Requirements necessary for safe and effective performance in the job
- **Desirable:** Where available, elements that contribute to improved / immediate performance in the job
- Whilst every effort has been made to outline all the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail.
- We will undertake to make any *reasonable adjustments* to a job or workplace to counteract any disadvantages a disabled person may have.
- An Enhanced **Disclosure Barring Service** certificate will be required; some roles require a higher level of vetting.