



## Cymorth i Fenywod Casnewydd

Disgrifiad swydd

Teitl swydd: Uwch-weithiwr Cymorth Ymyrraeth mewn Argyfwng

Atebol i: Rheolwr Gweithrediadau

Graddfa Gyflog: £23,675

Mae'r swydd hon yn ddarostyngedig i Orchymyn Deddf Adsefydlu Troseddwy (Eithriadau) 1975. Bydd angen cynnal gwiriad manylach gan y Swyddfa Datgelu a Gwahardd.

Mae'r swydd hon yn ddarostyngedig i Fetio at Lefel 3 gan yr Heddlu

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### Prif bwrpas y swydd:

Gweithio mewn partneriaeth â Heddlu Gwent i ddarparu ymateb ar unwaith i ddiodefwr cam-drin domestig. Yr Uwch-weithiwr Argyfwng fydd yn gyfrifol am gydgyssylltu'r gwaith o ddatblygu a chyflawni'r Gwasanaeth Ymyrraeth mewn Argyfwng ac arwain staff y Tîm Ymyrraeth mewn Argyfwng.

Bydd gofyn i'r Uwch-weithiwr Ymyrraeth mewn Argyfwng ymateb i ddigwyddiadau domestig sy'n cael eu riportio i'r heddlu neu ddigwyddiadau lle mae swyddogion heddlu wedi bod yn bresennol ac wedi nodi risg o gam-drin domestig.

Bydd gofyn i'r Uwch-weithiwr Ymyrraeth mewn Argyfwng gwblhau asesiad llawn, gan gynnwys DASH RIC. Defnyddir y wybodaeth hon wedyn i gwblhau cynllun diogelwch gyda'r dioddefwr, gan gynnwys cael mynediad at wasanaethau brys fel lloches, Canolfan Atgyfeirio Ymosodiadau Rhywiol (SARC) neu wasanaethau iechyd. Ar ôl ymateb i argyfwng yn y lle cyntaf, os caiff ei ddarparu bydd Uwch-weithiwr Argyfwng yn gweithio gyda'r defnyddiwr gwasanaeth i ddatblygu cynllun cymorth i roi sylw i unrhyw anghenion cymorth a nodir a sicrhau bod y cymorth priodol yn cael ei roi ar waith i leihau risg.

Bydd yr Uwch-weithiwr Ymyrraeth mewn Argyfwng yn gyfrifol am gymryd rhan yn y cymryd rhan yn yr alwad cynadledda cam-drin domestig (DACC), cwblhau unrhyw gamau gweithredu a sicrhau bod gwybodaeth yn cael ei rhannu rhwng sefydliadau perthnasol. Bydd Tîm Argyfwng Cymorth i Fenywod Casnewydd yn sicrhau bod

ganddo ddulliau cyfathrebu rhwydd gyda Heddlu Gwent ac yn ei hysbysu am unrhyw wybodaeth berthnasol yn unol â'n protocolau rhannu gwybodaeth.

Bydd y Tîm Ymyrraeth mewn Argyfwng yn gweithredu fel y pwynt cyswllt cyntaf i bobl sydd wedi cael eu heffeithio gan gam-drin domestig. Mae ei swyddogaeth yn cynnwys lleihau risg a galluogi dioddefwyr cam-drin domestig i fyw yn rhydd rhag camdriniaeth neu rhag ofn camdriniaeth.

### **Cyfrifoldebau Penodol:**

#### **Mynediad ac Atgyfeirio**

1. Gweithredu fel y pwynt cyswllt cyntaf â Chymorth i Fenywod Casnewydd gan ddarparu ymateb mewn argyfwng i ddioddefwyr cam-drin domestig mewn partneriaeth â Heddlu Gwent ac yn ôl cyfarwyddyd Heddlu Gwent.
2. Darparu cyngor, arweiniad, cynlluniau diogelwch a chymorth i bobl sydd wedi cael eu heffeithio gan gam-drin domestig.
3. Darparu cymorth ymarferol ac emosiynol i bobl sydd wedi cael eu heffeithio gan gam-drin domestig yn unol ag ethos Cymorth i Fenywod Casnewydd. Cwblhau asesiadau manwl o'r rhai sydd wedi cael eu hatgyfeirio at y Prosiect Ymyrraeth mewn Argyfwng o fewn y cyfnodau amser penodol i adnabod anghenion cymorth a sut y gellir rhoi sylw i'r rhain. Sicrhau bod pob cofnod o waith achos yn gyfredol.
4. Gweithio gyda staff heddlu i adnabod y bobl sy'n addas i gael eu hatgyfeirio at y prosiect a rhoi adborth i'r Swyddog ac Uned Cam-drin Domestig am ganlyniad eich asesiad, gan gynnwys unrhyw argymhellion neu gamau gweithredu a gymerwyd ar adeg yr argyfwng.
5. Gweithredu fel y pwynt mynediad at wasanaethau Cymorth i Fenywod Casnewydd, annog ymgysylltu, lleihau risg o niwed a lleihau nifer y bobl sy'n dioddef cam-drin domestig mwy nag unwaith.
6. Gweithio gyda defnyddwyr gwasanaeth ac asiantaethau eraill perthnasol i sicrhau bod pob agwedd ar asesiad angen, asesiad risg, cynllunio ar gyfer diogelwch a chynllunio cymorth ar waith ac yn cael eu hadolygu'n rheolaidd. Rhaid cynnwys defnyddwyr gwasanaeth ym mhob agwedd ar gynllunio cymorth.
7. Darparu cyngor, arweiniad, hyfforddiant, mentora a chymorth i achosion gwaith pobl sydd wedi profi cam-drin domestig trwy gyfrwng cyfarfodydd wyneb yn wyneb rheolaidd ac ymyraethau grŵp fel y bo'n briodol.
8. Hwyluso a chadw cofnodion cywir mewn perthynas â'r alwad cynadledda cam-drin domestig (DACC)

9. Cynghori defnyddwyr gwasanaeth ynghylch opsiynau atgyfeirio posibl a chyfeirio pobl sydd wedi cael eu heffeithio gan gam-drin domestig at asiantaethau lleol priodol yn seiliedig ar anghenion dynodedig ac mewn ymgynghoriad â defnyddwyr gwasanaeth.
10. Sicrhau bod defnyddwyr gwasanaeth yn ymwybodol o'u hawliau i amddiffyniad cyfreithiol iddyn nhw eu hunain a'u plant, trefnu ar gyfer darparu cymorth cyfreithiol yn ôl y gofyn a mynd gyda menywod i apwyntiadau os yw hynny'n briodol.
11. Galluogi defnyddwyr gwasanaeth i wneud ceisiadau am, neu gynnal neu fanteisio ar fudd-daliadau a rheoli materion ariannol eraill. Cefnogi defnyddwyr gwasanaeth i gael mynediad at wasanaethau iechyd a gwasanaethau sylfaenol eraill gofynnol.
12. Cyfarwyddo a/neu gyfeirio defnyddwyr gwasanaeth at wasanaethau mewnol ac allanol priodol yn seiliedig ar eu hanghenion.
13. Sicrhau bod unrhyw faterion mewn perthynas â diogelu plant neu oedolion bregus yn derbyn ymateb yn unol â pholisïau a gweithdrefnau Cymorth i Fenywod Casnewydd, gan gynnwys cwblhau atgyfeiriadau Amddiffyn Plant, Amddiffyn Oedolion Bregus a'r Gynhadledd Amlasiantaeth Asesu Risg (MARAC).
14. Adnabod, parchu a rhoi sylw i anghenion defnyddwyr gwasanaeth sy'n wynebu rhwystrau penodol wrth geisio cymorth i gael mynediad at y gwasanaeth, gan gynnwys pobl o wahanol gefndiroedd ethnig a diwylliannol, cymunedau lesbiaidd, hoyw, deurywiol a thrawsrywiol, pobl anabl, pobl ag anghenion cymhleth a grwpiau eraill anodd eu cyrraedd.
15. Cadw cyfrinachedd a sicrhau bod ffiniau proffesiynol yn cael eu cadw wrth weithio gyda defnyddwyr gwasanaeth, staff a chyrrff allanol.

### **Rheoli Gwybodaeth a Data**

1. Sicrhau bod gwybodaeth ystadegol a systemau monitro yn gyfredol
2. Cyflawni targedau perfformio unigol, wythnosol a misol a pharatoi adroddiad arnynt
3. Sicrhau bod ffeiliau a dogfennau pob defnyddiwr gwasanaeth yn cael eu cadw yn unol â chytundebau cyfrinachedd cytûn.
4. Sicrhau bod barn a phrofiadau pobl sy'n defnyddio gwasanaethau Cymorth i Fenywod Casnewydd, gan gynnwys asiantaethau allanol, yn cael eu ceisio, eu cofnodi'n ofalus a'u defnyddio i lywio datblygiad gwasanaethau.
5. Bod yn llysgennad ar ran Cymorth i Fenywod Casnewydd, gweithio mewn partneriaeth ag asiantaethau eraill i sicrhau bod pobl sydd wedi cael eu

heffeithio gan gam-drin domestig yn derbyn ymateb cymunedol effeithiol a chydgysylltiedig.

### **Addysg a Chodi Ymwybyddiaeth**

1. Sicrhau bod staff asiantaethau perthnasol yn ymwybodol o'r Prosiect Ymyrraeth mewn Argyfwng a'r gwaith sy'n cael ei wneud mewn perthynas ag ef, yn ogystal â hybu gwaith Cymorth i Fenywod Casnewydd
2. Datblygu a chynnal cydberthnasau gweithio cadarnhaol gyda'r holl staff, o fewn y Tîm Gwasanaethau Canolog a'r gwasanaeth ehangach, bod yn ymrwymedig fel rhan o'r tîm i ddarparu lefel uchel o gymorth i bobl sy'n defnyddio gwasanaethau Cymorth i Fenywod Casnewydd.

### **Cyffredinol**

1. Dangos a hybu ethos y sefydliad o ddewis gwybodus, a'i weledigaeth a gwerthoedd.
2. Rhoi polisi Cymorth i Fenywod Casnewydd ar arfer gwrthwahaniaethol a chyfle cyfartal ar waith yn rhagweithiol.
3. Cynrychioli'r sefydliad mewn cyfarfodydd allanol, digwyddiadau cyhoeddus, cynadleddau a digwyddiadau tebyg gan sicrhau bod enw da Cymorth i Fenywod Casnewydd yn cael ei warchod a'i wella.
4. Gweithio mewn partneriaeth ag asiantaethau a sefydliadau eraill i gyflawni canlyniadau gwell i bobl sydd wedi cael eu heffeithio gan gam-drin domestig.
5. Mynychu pob cyfarfod neu ddigwyddiad hyfforddiant yn unol â chais y Rheolwr Gweithrediadau neu aelod arall o'r Tîm Rheoli. Mynychu sesiynau goruchwyllo rheolaidd, cymryd rhan yn y system arfarnu flynyddol a mynychu hyfforddiant yn ôl yr angen - a all olygu teithio y tu allan i Gasnewydd.
6. Rhaid i ddeiliad y swydd gyflawni dyletswyddau a chyfrifoldebau bob amser gan roi sylw dyledus bob amser i bolisiâu Cymorth i Fenywod Casnewydd yn ogystal â pholisiâu'r heddlu.
7. Unrhyw ddyletswyddau rhesymol eraill yn ôl y gofyn.

### **Rheoli**

- Rhoi arweinyddiaeth i'r tîm wrth gyflawni gweithrediadau o ddydd i ddydd
- Datblygu a chydgysylltu'r gwasanaeth ymyrraeth mewn argyfwng
- Goruchwyllo cyflawniad i sicrhau bod gwasanaeth o ansawdd uchel yn cael ei ddarparu

- Sicrhau eich bod prosesau rheoli a gweithdrefnau effeithiol yn cael eu rhoi ar waith dan eich goruchwyliaeth
- Sicrhau bod gwaith papur, dogfennau monitro a chronfeydd data yn cael eu cwblhau'n gywir
- Adolygu gwaith papur a systemau electronig yn rheolaidd i sicrhau eu bod yn cael eu symleiddio er mwyn diwallu anghenion sefydliadol
- Cynorthwyo'r rheolwr gweithredol i adolygu polisïau a gweithdrefnau
- Rhoi cymorth i'r rheolwr gweithredol wrth baratoi ar gyfer archwiliadau allanol a chwblhau/cyflwyno dogfennau yn unol â rhwymedigaethau cyllid
- Gweithio gyda'r rheolwr gweithredol i ganfod ffynonellau cyllid i ddatblygu a chynnal gwasanaethau
- Rhoi cymorth i sefydlu staff newydd
- Rhoi cymorth i oruchwyllo staff ac asesiadau cyfnodau prawf yn fisol
- Cynorthwyo i ganfod anghenion hyfforddiant a datblygu staff
- Uwchgyfeirio unrhyw bryderon neu gwynion am staff neu wasanaethau at y Rheolwr Gweithredol ac ymchwilio yn unol â chyfarwyddyd.

### **Cyfle Cyfartal:**

1. Rhoi polisïau arfer gwrthwahanïaethol a chyfle cyfartal Cymorth i Fenywod Casnewydd ar waith.

### **Datganiad o Hyblygrwydd:**

1. Yn dilyn ymgynghoriad, mae'n bosibl y bydd angen addasu'r disgrifiad swydd yng ngoleuni profiad ac amgylchiadau sy'n newid.
2. Bydd gofyn i ddeiliad y swydd weithio gyda'r nos ac ar benwythnos fel rhan o drefn rota. Bydd hyn yn cynnwys amrywiaeth o sifftiau lle rhoddir blaenoriaeth i'r sifft 1pm tan 9pm saith diwrnod yr wythnos gan fod yr heddlu wedi nodi mai dyma'r amser allweddol ar gyfer ymateb mewn argyfwng.
3. Mae'n ofynnol bod deiliad y swydd yn cymryd rhan yn nhrefn rota 24 awr y sefydliad.

**Lleoliad:** Bydd y swydd yn ymatebol ac yn cynnwys gweithio ym Mhencadlys yr Heddlu. Bydd y swydd yn golygu gweithio yn y gymuned ac ymateb i asesiadau argyfwng yng nghartrefi aelodau'r cyhoedd. Bydd gofyn i chi weithio ledled Gwent yn ôl yr angen.

**Manyleb y person: (y sgiliau, profiad a rhinweddau a ddisgwylir gan Weithwyr Ymyrraeth mewn Argyfwng)**

### **Nodweddion Hanfodol**

### **Addysg**

- Cymhwyster Lefel 3 neu brofiad cyfwerth mewn disgyblaeth berthnasol

### **Profiad, Gwybodaeth, Sgiliau a Galluoedd**

- Profiad o weithio mewn Gwasanaethau Cam-drin Domestig neu Drais Rhywiol
- Profiad o weithio ag unigolion a theuluoedd sydd ag anghenion cymdeithasol ac emosiynol gwahanol
- Profiad o ddarparu gwybodaeth, cyngor ac arweiniad i ddefnyddwyr gwasanaeth sydd mewn sefyllfa o argyfwng
- Profiad o ddatblygu ac ymgysylltu â defnyddwyr gwasanaeth wrth gynllunio cymorth unigol neu debyg
- Profiad o gynnal asesiad risg a rheoli risg mewn ffordd sy'n canolbwyntio ar y defnyddiwr gwasanaeth
- Dealltwriaeth o faterion yn ymwneud â chyfranogiad defnyddwyr gwasanaeth a sut i ymgysylltu â nhw mewn dialog cynhyrchiol ac ystyrion
- Profiad o ddatblygu cydberthnasau a gweithio mewn partneriaeth ag asiantaethau eraill, yn arbennig yr heddlu
- Profiad o ddefnyddio systemau TG/Cyfrifiadur yn ddyddiol
- Dealltwriaeth/profiad o gam-drin domestig a'r gwasanaethau sydd ar gael i roi cymorth
- Dealltwriaeth glir o ffiniau o fewn gwaith cymorth.
- Y gallu i gysylltu, rhwydweithio ac eirioli.
- Profiad o reoli ymddygiad heriol a gwrthdaro
- Gwybodaeth gadarn o bwysigrwydd asesiadau clir ac amserol
- Y gallu i gynnal asesiadau o anghenion a llunio cynlluniau cymorth unigol realistig
- Y gallu i asesu anghenion cymhleth ac adnabod blaenoriaethau
- Y gallu i ddarparu cymorth ymarferol ac emosiynol ystyrion
- Sgiliau cyfathrebu ysgrifenedig a llafar ardderchog gan gynnwys y gallu i gadw cofnodion cleientiaid clir a chryno
- Y gallu i weithio'n effeithiol ar eich menter eich hun, gyda'r lleiaf o oruchwyliaeth uniongyrchol, yn ogystal â gweithio fel aelod o dîm
- Sgiliau trefnu ardderchog a'r gallu i flaenoriaethu baich gwaith
- Sgiliau a gallu gweinyddol a'r gallu i eoli ffeiliau
- Dealltwriaeth gynhwysfawr o arfer gwrthwahaniaethol
- Gwybodaeth a dealltwriaeth o egwyddorion cyfrinachedd
- Sgiliau TG ardderchog, gan gynnwys Excel a PowerPoint
- Y gallu i gynnal asesiadau risg o ran eich diogelwch eich hun, cydweithwyr a defnyddwyr gwasanaeth

### **Nodweddion Personol**

- Ymrwymiad i amcanion ac egwyddorion Cymorth i Fenywod Casnewydd
- Gwydnwch
- Y gallu i weithio gyda'r nos ac ar benwythnos fel rhan o drefn rota dros gyfnod o saith diwrnod
- Dibynadwy
- Empathetig
- Ymagwedd gadarnhaol
- Cliriad manylach gan y Gwasanaeth Datgelu a Gwahardd

➤ Trwydded yrru lawn

### **Dymunol**

- Profiad fel Rheolwr Llinell mewn Gwasanaethau Cam-drin Domestig neu Wasanaethau Trais Rhywiol
- Cymhwyster hyfforddiant Cynghorydd Annibynnol ar Drais Domestig
- Profiad o weithio mewn partneriaeth â gwasanaethau statudol fel yr heddlu
- Profiad o weithio mewn lleoliad amlasiantaeth i ddatblygu prosiectau newydd
- Y gallu i reoli prosiectau
- Y gallu i siarad Cymraeg neu iaith arall

Am wybodaeth bellach a phecyn ymgeisio ffoniwch ni ar 01633 840258 neu anfonwch e-bost at [office@nptwomensaid.co.uk](mailto:office@nptwomensaid.co.uk).

Dyddiad cau ar gyfer y ddwy swydd Monday 2nd July 2018 at Noon

**Oherwydd natur y swyddi dim ond ymgeiswyr benywaidd all ymgeisio amdanynt (Wedi'i eithrio dan Ddeddf Cydraddoldeb 2010 yn unol ag Atodiad 9, Rhan 1)**

## **Newport Women's Aid**

### Job Description

Job title: Senior Crisis Intervention Worker

Reports to: Operations Manager

Salary Scale: £23,675

This post is subject to the Rehabilitation of Offender Act (Exceptions Order) 1975. It will be necessary for an enhanced DRS check to be made.

This post is subject to Police Vetting Level 3

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To work in partnership with Gwent Police to provide an immediate response to victims of domestic abuse. The Senior Crisis Worker will be responsible for coordinating the development and delivery of the Crisis Intervention Service and provide leadership to staff in the Crisis Intervention Team.

The Senior Crisis Intervention Worker will be required to respond to domestic incidents reported to the police or incidents where Police Officers have attended and identified that there are domestic abuse risk factors.

The Senior Crisis Intervention workers will be required to complete a full assessment, including a DASH RIC. This information will then be used to complete a safety plan with the victim, including accessing emergency services such as refuge accommodation, SARC or health services. After an initial crisis response if provided the Senior Crisis Worker will work with the service user to develop a support plan to address any support needs identified and ensure that the appropriate support is put in place to reduce risk.

The Senior Crisis Intervention Worker will be responsible for actively taking part in the DACC, completing any actions and ensuring that information is shared between relevant organisations. NWA Crisis Team will ensure they have smooth channels of communication with Gwent Police and keep them informed of relevant information in line with our information sharing protocols.



The Crisis Intervention Team will act as the first point of contact for those affected by domestic abuse, their role includes encouraging engagement, reducing risk harm and enabling victims of domestic abuse to live free from abuse or fear of it.

**Specific Responsibilities:**

**Access and Referral**

16. To act as the first point of contact with Newport Women's Aid providing a crisis response to victims of domestic abuse in partnership and as directed by Gwent Police.
17. To provide immediate advice, guidance, safety planning and support to those affected by Domestic Abuse
18. To provide practical and emotional support to those who have been affected by DA in accordance with NWA's ethos. Completing detailed assessments of those referred to the Crisis Intervention Project within the set time periods to identify support needs and how these can be addressed. Ensuring that all casework records are kept up to date.
19. To work with Police staff to identify those suitable to be referred to the project and to feedback to the Officer and Domestic Abuse Unit the outcome of your assessment, including any recommendations or actions taken at time of crisis.
20. Act as the access point to NWA's services, to encourage engagement, reduce risk of harm and reduce the number of repeat victims of domestic abuse.
21. To work with service users and other agencies involved to ensure that all aspects of needs assessment, risk assessment, safety planning and support planning are in place and reviewed regularly. Service users are to be involved in all aspects of support planning.
22. To provide advice, guidance, coaching, mentoring and support to a caseload of those who have experienced domestic abuse via regular one to one meetings and group interventions as appropriate.
23. To facilitate and maintain accurate records in relation to the Daily Domestic Abuse Conference Call (DACC)
24. To advise service users on possible referral options and signpost those affected by domestic abuse to appropriate local agencies based upon identified needs and in consultation with service users
25. To ensure that Service Users are aware of their rights to legal protection for themselves and their children, arranging for the provision of legal advice as required and accompany women to appointments if appropriate
26. To enable Service Users to apply for / maintain/ maximise benefits and manage other financial issues. Support Service Users to access health services and other primary services required.

27. Signpost and/or refer Service Users to appropriate internal and external services based on their needs.
28. To ensure that any issues in relation to the safeguarding of children or vulnerable adults are responded to in line with NWA's policies and procedures, including completing Child Protection, POVA and MARAC referrals.
29. To recognise, respect and address the needs of Service Users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, those with complex needs and other hard to reach groups.
30. To maintain confidentiality and to ensure that professional boundaries are observed when working with Service Users, staff and external bodies

### **Information and Data Management**

6. To ensure that statistical information and monitoring systems are kept up to date
7. To achieve and report on individual, weekly and monthly performance targets
8. To ensure all service user files and documentation are kept in accordance with agreed confidentiality agreements
9. To ensure that the views and experiences of those using NWA's services, including external agencies are actively sought, recorded carefully and are used to inform the development of services
10. To be an ambassador for NWA, working in partnership with other agencies to ensure an effective, coordinated community response is provided to those affected by DA

### **Education and Awareness Raising**

3. To ensure that staff within relevant agencies are aware of the Crisis Intervention Project and the work it undertakes as well as promoting the work of NWA
4. To develop and maintain positive, collaborative working relationships with all staff, both within the Central Services Team and wider service, being committed as part of the team to providing a high level of support to people accessing NWA's services

### **General**

8. To demonstrate and promote the organisation's ethos of informed choice, and its vision and values.
9. To proactively implement NWA's policy for anti-discriminatory practice and equality of opportunity

10. To represent the organisation at external meetings, public events, conferences and similar ensuring that Newport Women's Aid reputation is protected and enhanced.
11. To actively work in partnership with other agencies and organisations to achieve better outcomes for those affected by Domestic Abuse.
12. To attend all meetings or training as requested by the Operations Manager or other member of the Management Team. To attend regular supervision sessions, participate in the annual appraisal system and attend training as required – which may involve travel outside of Newport.
13. The post holder must at all times carry out duties and responsibilities with due regard to both NWA policies as well as the Police's
14. Any other reasonable duties as required

### **Management**

- To provide leadership to the team in the delivery of day to day operations
- To develop and coordinate the crisis intervention service
- To oversee delivery to ensure delivery of high quality service
- To ensure the implementation of effective management process and procedures under your responsibility
- To ensure the paperwork, monitoring documents and databases are completed accurately
- To regularly review paperwork and electronic systems to ensure that they are streamlined to meet organisational needs
- To assist the operational manager with the reviewing of policies and procedures
- To support the operational manager with preparation for external audits and completing/submitting monitoring documents in line with funding obligations
- To work with the Operational Manager to identify sources of funding to develop and sustain services
- To support inductions of new staff
- To support monthly staff supervision and probationary assessments
- To assist in identifying staff training and development needs
- To escalate any concerns or complaints about staff or services to the Operational Manager and investigate as directed.

### **Equal Opportunities:**

2. To proactively implement Newport Women's Aid policies for anti-discriminatory practice and equality of opportunity.

### **Statement of Flexibility:**

4. It may be necessary, following consultation, to amend the job description in light of experience and changing circumstances.

5. The post holder will be required to work evenings and weekends as part of a rota system. This will include a range of shifts with priority cover being given to 1pm until 9pm 7 days a week as this has been identified by the police as a key time for crisis response.
6. The post holder is required to participate in the organisation's 24 hour on-call rotas.

**Location:** The role be responsive and include being based at Police Headquarters. The post will include working in the community and responding to crisis assessments within members of publics homes. You will be required to work across Gwent as needed.

**Person Specification: (*the skills, experience and qualities which are expected from Crisis Intervention Workers*)**

### **Essential Characteristics**

#### **Education,**

- Level 3 qualification or equivalent experience in a related discipline

#### **Experience, Knowledge, Skills and abilities**

- Experience of working within Domestic Abuse or Sexual Violence Services
- Experience of working with individuals and families who have differing social and emotional needs
- Experience of providing information, advice and guidance to service users who are in a crisis situation
- Experience of developing and engaging service users in individual support planning or similar
- Experience of undertaking service user centred risk assessment and risk management
- An understanding of the issues around service user participation and how to engage them in productive and meaningful dialogue
- Experience of working in partnership with and developing relationships with other agencies, especially the Police
- Experience of using IT/ Computer based systems of a daily basis
- An understanding/experience of domestic abuse and the services available to provide support
- A clear understanding of boundaries within support work.
- Ability to liaise, network and advocate.
- Experience of managing challenging behaviour and conflict
- Sound knowledge around the importance of clear assessments within a timely fashion
- Ability to undertake needs assessments and construct realistic individual support plans
- Ability to assess complex needs and identifying priorities
- Ability to provide meaningful practical and emotional support

- Excellent written and verbal communication skills including the ability to maintain clear and concise client records
- Ability to work effectively on own initiative, with minimal direct supervision as well as working as part of a team
- Excellent organisation skills and ability to prioritise workload
- Administrative and file management skills and ability
- Comprehensive understanding of anti-discriminatory practice
- Knowledge and understanding of the principles of confidentiality
- Excellent IT skills, including Excel and PowerPoint
- Ability to undertake risk assessments with regards to yourself, co-workers and service users

**Personal attributes**

- Commitment to the aims and principles of NWA
- Resilient
- Ability to work evenings and weekends as part of a rota system over a 7 day period
- Reliable
- Empathetic
- Positive outlook
- Enhanced CRB Clearance
- Full valid driving licence

**Desirable**

- Line Management experience within Domestic Abuse or Sexual Violence Services
- IDVA trained qualification
- Experience of working in partnership with statutory services such as the Police
- Experience working within a multi-agency setting to develop new projects
- Project Management Ability
- Ability to speak Welsh or other language.

For further information and an application pack please call us on 01633 840258 or e-mail [office@nptwomensaid.co.uk](mailto:office@nptwomensaid.co.uk).

Closing Date for both posts XX week commencing XX

**Due to the nature of the roles they are only open to female applicants (Exempt under the Equality Act 2010 pursuant to Schedule 9, Part 1)**