

Job Title	Emotional Health & Wellbeing Practitioner
Hours of Work	36.25
Reports to	IDVA Manager
Salary	£27,730
Who are we?	<p>The Wish Centre has been delivering quality services to victims for over 35 years. We provide specialist services to individuals and families to ensure they get the right help at the right time. Our services include a helpline, advice and IDVA service, refuge accommodation, therapeutic programmes for victims, children and young people and behavior change programmes. Counselling services, access to a free legal clinic and volunteering opportunities.</p> <p>Our values are to listen, support and empower.</p> <p>Equality & Inclusion</p> <p>The Wish Centre is committed to providing equal opportunities for all, irrespective of age, disability, race, sex, religion/belief, sexuality, gender identity, marital/civil partnership, pregnancy/maternity.</p> <p>We are keen to have staff that appropriately represent all the communities we serve as an organisation.</p> <p>Lived Experience</p> <p>We welcome people with lived experience to join us as trustees, staff and volunteers and recognise that applicants may have direct or indirect experience of their own, whether disclosed or not. We are committed to placing lived experience of domestic abuse at the heart of all we do. If there is any discussion during the recruitment process regarding a candidate's personal experience of domestic abuse, it will be treated confidentially and will not be shared outside of the interview panel/Human Resources.</p>

<p>Main duties</p>	<p>We believe that the role of Emotional Health & Wellbeing Practitioner is a pivotal role in our IDVA team. Service users could be open to the project from 6 to 9 months and the Wellbeing practitioner will be the single point of contact for the service user, maintain regular and consistent contact with them and be responsible for inspiring and motivating them to remain engaged This post sits within our IDVA and Advice team and the main duties include:</p> <ul style="list-style-type: none"> • Working with victims of domestic abuse to bring about real improvements to their lives. • Work with clients who have mental health problems to manage and reduce their risk. • Provide support and clinical interventions that are wholly tailored to each service user’s needs. • Provide the transition into mainstream services. • Identify and develop support strategies to meet the needs of clients seeking support. • Providing advocacy, emotional and practical support and information to victims
<p>Key Activities</p>	<ol style="list-style-type: none"> 1. To liaise with the statutory and non-statutory mental health services and act as a point of contact. 2. To provide assertive engagement, using a trauma informed approach, engaging with the service user and ensuring that all pathways are explored to facilitate engagement. 3. To carry out a multiple needs assessment with each client, including risk assessment, individual support plans and to research a case history with each service user. 4. To ensure that Adverse Childhood Experiences form part of the assessment. 5. To deliver training to contribute to the development of domestic abuse assessment skills of other practitioners in mental health services to promote more accurate identification of domestic abuse in service users with mental health problems. 6. To provide frequent/intensive input and recognise there may be regression as well as progress. 7. To work in partnership with other agencies and professionals who will need to be involved. 8. To follow and monitor the service user’s progress, providing input as required, to ensure the targets set on the Individual Support Plan are met. 9. To provide a service that upholds best safeguarding practice in relation to children and adults at risk. 10. Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children. 11. To develop a close network of communication, co-operation, joint work and skills exchange with other practitioners working with the service user. 12. To help evaluate and share learning and best practice with partner agencies. 13. To work as part of a team, providing cover for colleagues where necessary.

	<p>14. To undertake other tasks within the context of the post that can be reasonably required by the Operational Manager.</p> <p>15. To support established/existing risk assessments framework in assessing and managing risk.</p> <p>16. To facilitate the service user's journey to secondary services and other voluntary and statutory services as needed including acting as broker between secondary care services to avoid disengagement.</p>		
General terms of reference:	<p>In carrying out the above duties the post holder will:</p> <ul style="list-style-type: none"> • Participate in appraisal, supervision and Learning & Development processes. • Keep abreast of developments in services, legislation and practice relevant to the client group. • Ensure the implementation of all The Wish Centre policies. • Contribute to maintaining safe systems of work and a safe environment. • Undertake other duties to support the team. • Work flexibly across operational sites within an agreed number of hours as required maintaining the most appropriate level of service provision. This may at times dependent upon need include evening and weekend working. • This post requires a UK driving licence and access to a car. • Take responsibility for personal development and participate in regular supervision and appraisal. • Seek to improve personal performance, contribution, knowledge and skills. 		
Selection Criteria		Essential/ Desirable E/D	Means of Assessment
QUALIFICATIONS:			
1.	Educated to degree level or equivalent in, Youth work, Social Work, Teaching, Training or counselling equivalent.	E	A/C
2.	Relevant Safeguarding qualification	E	A/C
3.	A qualification in CBT or willing to work towards this.	E	
4.	Evidence of continuing professional development	D	A/C

EXPERIENCE:			
1.	Experience of working with victims of domestic abuse.	D	A/I
2.	Excellent time and resource management	E	I
3.	Experience of working with vulnerable client groups	E	I
4.	Experience of working with service users presenting with mental health problems	E	I
5.	Ability to use all necessary IT including spreadsheets and database and to monitor data	E	I
6	Experience of multi-agency and multi-disciplinary working within legislative frameworks to influence and encourage partnership working	E	I
7	Experience of supporting clients at court	D	I
8	Experience of attending multi-disciplinary meetings such as child protection etc	D	I
9	Ability to work in an empowering way with service users to support them whilst in the process of making life changing decisions.	E	I
SKILLS AND KNOWLEDGE:			
1.	Experience of working with service users who are impacted by mental health issues	E	A/I
2.	Experience of working with service users who are impacted by substance misuse issues	D	A/I
3	An excellent understanding of the issues that affect victims and survivors of domestic abuse and the legal and practical remedies available to these clients.	D	A/I
4	Knowledge of legislative requirements related to service delivery such as domestic abuse & safeguarding adults and children.	D	AI

5	Knowledge and understanding of Trauma informed practice & ACE framework	E	I
6	Knowledge, experience and understanding of additional issues which impact on victims/survivors from BAME communities	D	AI
7	Knowledge of key agencies, ability to liaise effectively and evidence of excellent partnership working	E	I
8	Have an excellent understanding of IDVA Services and best practice when working with victims of domestic abuse	D	I
9	High degree of self-motivation, ability to motivate others, initiative and flexibility	E	I
10	Ability to communicate clearly with staff and clients, verbally and in writing. Experience of report writing	E	A/I
11	Computer literate in respect of Word Processing, excel, access, PowerPoint and other applications.	E	A/I/T
12	High standards of personal integrity, probity and professionalism	E	I
13	Excellent understanding and knowledge of GDPR	E	I
Personal Qualities			
1	Be compassionate and empathetic with your client's situation.	E	I
2	Show initiative and be proactive when managing your case load and interacting with your clients and agencies you're working with.	E	I

3	Act with integrity and respect when working with all clients, agencies and individuals.	E	I
4	Work flexibly as part of a team, and ensure the smooth running of the project in line with Wish Centre's policies and procedures.	E	I
5	Motivate individuals and agencies to move through courses of action and decision-making processes.	E	I
6	To work on a flexible basis with some unsociable hours to meet the needs of the project.	E	I
7.	Have a full driving license and access to a car for business travel.		

This post is subject to a Disclosure and Barring Service check at an enhanced level. Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation. *Equality Act 2010 Schedule 9 Part 1 applies*