

Job Title:	Triage Practitioner
Responsible to:	Senior Practitioner, Triage
Responsible for:	No direct line management responsibilities, but will provide mentoring for volunteers, students and Experts by Experience.

Hours:	37 hours per week
Salary:	£25,877.80 - £26,742 per annum.
Location:	Trowbridge – hybrid role including working at home and occasional travel across Wiltshire
Holiday Entitlement:	28 days plus bank holidays
Pension:	Group personal pension plan, with employer contribution of up to 4%

General Description:	<p>FearFree delivers services across the Southwest for victims, children and perpetrators of domestic abuse, sexual violence and stalking with the aim to break the cycle of abuse and support all to live free from fear. We provide trauma responsive support, and this post will be fundamental to ensuring service users, stakeholders and partners experience this in our daily delivery.</p> <p>Our Triage Team act as the front door into our service working within a multi-disciplinary team to provide triage and early intervention support to individuals of all ages and risk levels affected by domestic abuse, sexual violence, stalking, including those with harmful behaviors.</p> <p>This varied and rewarding role involves providing trauma responsive support to our service users as well as advice and support to partner agencies through our dedicated duty line. Our duty line operates Monday to Friday 9.00am – 5.00pm and allows for service users and professionals to get a quick response from our service.</p> <p>FearFree is committed to flexible and hybrid working and this role will be a mix of home based, and office based, alongside requiring travel for multi-agency meetings and other deliverables.</p> <p>This role may include evening and weekend work when required.</p>
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Key Responsibilities

Working with Vulnerable People and Risk Management

- Provide a trauma-responsive service to individuals of all ages and risk levels who have been affected by domestic abuse, sexual violence and stalking including those with harmful behaviours.
- Demonstrate specialist knowledge of domestic abuse, sexual violence, stalking and behaviour change including the associated risks to victims, perpetrators, and the wider family unit.
- Offer advice, guidance, and emotional and practical support to individuals of all ages and risk levels affected by domestic abuse, sexual violence and stalking.
- Support those who harm abuse by providing information, guidance, and risk assessments using specialist tools.
- Assess, manage, review risks to service users, using tools such as the DASH risk assessment, SOAG and RIC. Providing risk reduction and safety planning advice.
- Respond to emergencies and crisis situations, including suicidal ideation and the need to access a place of safety.
- Make safeguarding referrals to appropriate agencies including Children's Social Care, Adult Social Care, Mental Health Crisis Teams, and MARAC.
- Work sensitively with service users to share and explain MARAC outcomes and other safeguarding decisions.
- Manage and support service users via telephone of all risk levels in line with service values.
- Safeguard the health and welfare of service users and their families at all times.

Team and Multi-Agency Working

- To be the advisory point of contact for colleagues across all areas of our support offer.
- Offer professional advice and support to multi-agency partners and stakeholders.
- Work closely with statutory and voluntary agencies to enhance safety, support and safeguarding.
- Make referrals to and maintain positive working relationships with external agencies.
- Feedback information related to service users' needs, risk concerns, and trends to the appropriate team manager.
- Support effective team operations with a proactive, flexible approach, including covering for staff absences.

Administrative and Operational Duties

- Provide a responsive support service with high-quality customer care.
- Answer telephone calls, respond to voicemails and referrals, and carry out triage, assessments and action as appropriate.
- Assist with referral processes and early interventions, including contacting other agencies and coordinating appointments.
- Maintain accurate, timely, and confidential written and digital records, including identifying service user needs and risk information.
- Assist with monitoring and evaluation procedures and contribute to the production of reports.

General

- Live and embody the FearFree values.
- Promote the service to external agencies where applicable.
- Give information and support to service users regarding their other needs and refer them to other support services as required.
- Ensure our service is widely accessible – adapting practice as required to suit individuals.
- Work across a large geographical area to ensure locality is not a barrier to accessing services.
- Deliver training and information sessions to promote our service, and increase awareness and understanding of domestic abuse, sexual violence and stalking for victims and those who harm.
- Have a responsibility around safeguarding of both adults and children, maintaining knowledge of appropriate policies and procedures and integrated working.
- Support other agencies in the identification and referral of domestic abuse, sexual violence and stalking issues via promotion of service and institutional advocacy.
- Ensure all referrals are clearly logged on our database and all case records are kept fully updated, according to FearFree policies and procedures.
- Engage with case management supervision, reflective practice and clinical supervision as required, taking an active role in managing own wellbeing and supporting the wellbeing of your colleagues.
- Support colleagues in all services across FearFree as required.
- Support the sustainability of the organisation by participating in fundraising activities and sharing ideas and contacts for income generation.
- To engage in and contribute to effective teamwork with a flexible and proactive approach, including cover for other team members' holidays and sickness.
- Undertake all statutory and mandatory training, as required by the organisation.

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and people we support and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society, to be able to meet individual needs and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree Equality, Diversity, and Inclusion policy.

Health & Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate, conduct risk assessments e.g. VDU, maternity, lone working, H&S audits, etc.

Policies and Procedures

Responsibility for formulating, updating and monitoring relevant FearFree policies and procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates.

All employees need to be aware of all FearFree Support Service’s policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding Leads immediately. This role will require an enhanced DBS check.

Please note: This job description is not exhaustive and serves as a guide to the duties and responsibilities of the role. You may be required to undertake other reasonable duties as and when required, in line with the needs of the organisation and the evolving nature of the role.

Person Specification

Requirements		Essential (E) / Desirable (D)
Education and qualifications	Good standard of general education	E
	Higher level education or similar/ relevant professional qualifications	D
Experience	Practical experience of working with adults and children and young people with complex or other needs	E
	Experience of working with those who commit harm	D
	Experience of working with Quality System Frameworks	D
	Experience of safeguarding children and vulnerable adults and conducting risk assessments	E
	Experience of working on a helpline	D
Knowledge	Have a good understanding of domestic abuse, sexual violence and stalking, including the impact on victims and their children	D
	Knowledge and understanding of the issues facing people who have experienced domestic abuse, sexual violence and stalking	D
	Understand relevant quality standards	D
	Knowledge and understanding of trauma and trauma symptoms	E
	Understand the principles of risk assessment, safety planning and risk management	E
	Understanding safeguarding issues, and the legal responsibilities surround these issues	E
	Understand and be committed to equal opportunities and diversity issues in policy and practice	E

	Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children	D
Skills and abilities	Ability to plan own workload, manage time effectively and deal with changing and competing demands	E
	Ability to think creatively and show initiative	E
	Ability to communicate with distressed people empathically	E
	Ability to establish and maintain appropriate boundaries when working with people who may be experiencing personal crisis	E
	Ability to establish and maintain professional working relationships with both clients and other professionals	E
	Ability to communicate effectively with a range of professionals	E
	Excellent verbal and written communication skills, including report writing and presentation	E
	Ability to maintain effective administrative and monitoring systems	E
	Ability to work under pressure and to be aware of own needs and take responsibility for self-care	E
	Ability to work in both a one-to-one setting and in a group setting	E
	Attitude and presentation	Reliable and trustworthy
Efficient and punctual		E
Non-judgmental		E
Willingness to critically assess own performance and reflect on own practice		E
Understanding of and commitment to equal opportunities		E
Strong team player – and ability to work both on your own and with others		E
Anti-Racist and promotes safe and inclusive workplace for all		E