



## Job Description

### Job Title: Support Worker - Domestic Abuse Support

**Location:** Christchurch, Dorset

**Salary:** £ 12.50ph (£22,750 pa) (pro-rata if part-time)

**Hours:** 35 per week (would consider part-time 20 hours per week)

**Reporting to:** Deputy Manager

#### Purpose of the Role

The Water Lily Project (WLP) is a charity dedicated to supporting women in crisis, helping them rebuild their lives following domestic abuse, financial hardship, or mental health challenges. We are seeking a compassionate and motivated Support Worker to join our team, providing tailored, trauma-informed support to women experiencing domestic abuse.

#### Key Responsibilities

- Provide one-to-one support to women in crisis, assessing their needs and developing personalised support plans to promote safety, recovery, and independence.
- Deliver a structured programme of support, including crisis intervention, advocacy, emotional support, and signposting to specialist services.
- Facilitate and deliver group sessions such as the Domestic Abuse Pattern Changing Course and confidence-building workshops.
- Maintain accurate and up-to-date records of client casework using Lamplight or similar databases, ensuring confidentiality and data protection compliance.
- Liaise with external agencies, including social services, housing providers, and healthcare professionals, to coordinate effective support for clients.
- Assist clients in accessing financial assistance, housing advice, and legal services as required.
- Support clients in building life skills, including budgeting, cooking, and self-care, to enable them to regain independence.
- Participate in outreach activities to raise awareness of domestic abuse and promote WLP's services.
- Work collaboratively with the wider Water Lily Project team to ensure a holistic and integrated approach to service delivery.
- Attend team meetings, training, and supervision sessions to enhance skills and knowledge.
- Monitor and evaluate service outcomes, contributing to reports for funders and stakeholders.



# Person Specification

## Essential Criteria:

- Strong understanding of the issues affecting women experiencing domestic abuse, including the impact of trauma and abuse on mental health and well-being.
- Knowledge of safeguarding procedures and the ability to assess and manage risk effectively.
- Excellent interpersonal and communication skills, with the ability to build trusting relationships with clients.
- Competence in IT, including Microsoft Office applications and the ability to use Lamplight or a similar database to record and monitor casework.
- Ability to work flexibly, both independently and as part of a team, with excellent organisational and time management skills.
- Commitment to confidentiality, professionalism, and maintaining boundaries.
- Willingness to undertake relevant training and continuous professional development.

## Desirable Criteria:

- Proven experience in supporting vulnerable women, particularly those affected by domestic abuse.
- Qualification in support work, counselling, or a related field, or equivalent work experience.
- Experience in delivering group programmes and workshops.
- Knowledge of local support services and referral pathways.
- Understanding of trauma-informed practices and approaches.
- Experience in producing reports and analysing outcomes for monitoring purposes.

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## Additional Information

This role is subject to an Enhanced DBS check. While it is not a requirement to be a practising Christian, the post holder must be respectful of and willing to work within the values and Christian ethos of the Water Lily Project, demonstrating a passion for empowering women to build brighter futures.

## How to Apply:

To apply, please submit your CV and a cover letter outlining your suitability for the role to [manager@waterlilyproject.org.uk](mailto:manager@waterlilyproject.org.uk). For more information about the Water Lily Project, visit our website at [www.waterlilyproject.org.uk](http://www.waterlilyproject.org.uk).