

**EDAN Lincs**  
**Domestic Abuse Service**



# **Triage Assessment Worker**

## **Contents**

- Job Specification
- Job Description
- Application for Employment
- Monitoring Form
- EDAN Operational Structure



**PO Box 125, Lincoln, LN1 1HA**  
Telephone: 01522 510041 (opt.2)  
Email: [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk)

22 April 2022

## **Post of Triage Assessment Worker**

Thank you for your application request for the above post.

When completing the application form contained within the enclosed recruitment pack please ensure that you demonstrate how you meet the person specification.

Please **do not** include a CV as it will not be considered.

As with all charity based work, all posts are subject to funding.

The closing date for the post is 12pm on Friday 6<sup>th</sup> May, 2022.

It is not possible to contact everyone who makes an application. If you have not heard from us by close of day on 6<sup>th</sup> May, you will have been unsuccessful on this occasion.

**Please send your completed application form (marked “private and confidential”) to:**

Celia Madden, (CEO)  
EDAN Lincs Domestic Abuse Service  
PO Box 125  
Lincoln  
LN1 1HA

**Alternatively:** you can e-mail your application to: [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk)

Yours faithfully

Natalie Turner (Triage Administrator)  
EDAN Lincs Domestic Abuse Service  
**Tel: 01522 510041 (option 2)**

# EDAN Lincs Domestic Abuse Service



## Triage Assessment Worker

Until 31/03/23 – *subject to funding thereafter*

37.5 hours per week

£21,500 FTE

**Are you committed and enthusiastic to making a difference to those affected by domestic abuse?**

**Do you feel passionate about 'Ending Domestic Abuse Now' in Lincolnshire?**

The role involves being part of a small team responsible for risk assessing and triaging all referrals into our outreach service, and providing crisis intervention and safety planning. The role can be varied, dynamic and fast-paced, and require a good level of communication and able to build rapport quickly. Relevant experience or knowledge around domestic abuse is desirable. NVQ level 3 or equivalent experience if required.

EDAN Lincs is a Lincolnshire countywide Domestic Abuse Service offering refuge, outreach and IDVA support. EDAN Lincs upholds safeguarding requirements and our agency is committed to safeguarding vulnerable adults and children. Any offer of employment is subject to satisfactory pre-employment checks, which include: Identity verification; Qualification verification; DBS clearance; References.

**For an application pack, please visit the vacancy page on our website:**  
<https://edanlincs.org.uk/about/vacancies/>

**For further information, please contact:**

EDAN Lincs Domestic Abuse Service, PO Box 125, Lincoln, LN1 1HA

Email: [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk)

Telephone: 01522 510041 (option 2)

**Closing Date: 12pm on Friday 6<sup>th</sup> May, 2022**

**Interview Date: TBC**

## EDAN Lincs Domestic Abuse Service

### Triage Assessment Worker

#### Person Specification



Essential	Desirable
<b>Knowledge and Experience</b>	
Hold relevant qualifications at NVQ Level 3, equivalent experience or a vocational qualification.	
Have experience of or an understanding of domestic abuse, including the impact on victims and their families and the legal and practical remedies available to these clients.	Professional qualification.
Have experience of providing support to vulnerable adults, children and young people.	Experience of providing support to victims of domestic abuse.
	Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse.
Have sound knowledge of other voluntary and statutory services involved in the response to domestic abuse.	Experience of working in partnership with statutory and voluntary agencies.
Have a clear understanding of child protection issues, and the legal responsibilities surrounding these issues.	Experience of attending TAC, CIN or CP meetings.
Can understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse.	Experience of assessing and managing risk.
Understand and be committed to equal opportunities and diversity issues in policy and practice.	
Good organisational and planning skills, ability to prioritise workloads, manage competing demands; work under pressure and to tight deadlines.	
An understanding of the importance of confidentiality, data protection and professional boundaries when working with adults, children and young people.	
<b>Skills and Abilities</b>	
Ability to empathise with vulnerable people and their issues.	Ability to empathise with victims of domestic abuse.
Ability to work independently and manage own workload.	

<b>Essential</b>	<b>Desirable</b>
Computer literate	Recognised IT qualification.
Good administrative and organisational skills.	
Ability to maintain records and write reports to a high professional standard.	
Flexible and adaptable attitudes to working practices, and willingness to contribute to the success of the team.	
Ability to challenge in an assertive but non-confrontational manner.	
Ability to cope with pressure, maintaining a good attendance record.	
Ability to work effectively alongside volunteers to enhance service delivery.	
Ability to deliver presentations / training to groups and network effectively.	Experience of delivering training to external groups.
Willingness to work out of hours as required to meet the needs of the service users.	
	Knowledge of working to the requirements of a range of funding bodies and fundraising.
<b>Attitudes</b>	
Commitment to the human and legal rights of children and vulnerable young people.	
Commitment to equal opportunities and the diverse needs of young people.	
Act with integrity and respect when working with all clients, agencies and individuals.	
Recognition of the complex nature of domestic abuse and commitment to acknowledging the unique nature of each case.	
Holistic approach to case management and commitment to sustainable solutions.	
Willingness to undertake training as specified by EDAN Lincs.	

Essential	Desirable
Be flexible and willing to work in a range of all types of statutory and voluntary sector environments.	
To be open to participate in the service on a rotational basis, that exists outside of office hours, if required.	
<b>Competencies</b>	
Provide professional advice that is clear, concise and in line with EDAN Lincs values.	
Have a clear understanding and adhere to the relevant protocols on information sharing.	
Escalate issues upward where there is an identified need.	
Understand the information requirements of stakeholders and funders.	
Identify and quantify potential risk and take appropriate actions.	
Understand and adhere to the EDAN Lincs safeguarding policies and procedures. Seek guidance should a safeguarding issue arise.	
Ensure implementation of EDAN Lincs policies and procedures for risk management.	
Manage time effectively and ability to prioritise workload.	
Record information accurately and legibly and report on progress within job role.	
Play an active and positive role in meetings.	

## Triage Assessment Worker

### Job Description



<b>Job Title: Triage Assessment Worker</b>	Version: 4 09/21
<b>Reports to: Outreach Project Manager / EDAN Lincs Manager</b>	
1	<p><b>Purpose of Job:</b></p> <ul style="list-style-type: none"> <li>• To provide both practical and emotional support to adults, children and young people who have experienced domestic abuse. The length of support will be dependent on the need and risk of service user.</li> <li>• To effectively triage, assess and manage risk appropriately for adults, children and young people who have experienced domestic abuse.</li> <li>• To support adults, children and young people who have experienced Domestic Abuse. To provide crisis intervention, safety planning and support to safeguard and promote the welfare of children and young people.</li> <li>• To equip, empower and educate adults, children and young people and their families to live a life free from domestic abuse.</li> </ul>
2	<p><b>Main Responsibilities, Tasks and Duties:</b></p> <ul style="list-style-type: none"> <li>i) To carry out the aims and principles of EDAN Lincs, and Women’s Aid Federation of England (WAFE).</li> <li>ii) To assess the impact of domestic abuse on adults, children and young people, focusing on their emotional, physical and mental wellbeing and to plan and deliver services to promote self-esteem and positive emotional development</li> <li>iii) To provide a holistic package of support to adults, children and young people affected by domestic abuse by listening to, and responding to, their needs. This may include signposting and referring to other, relevant agencies.</li> <li>iv) To provide crisis intervention, safety planning and support to safeguard and promote the welfare of adults, children and young people.</li> <li>v) To effectively triage, assess and manage risk appropriately for adults, children and young people who have experienced domestic abuse.</li> <li>vi) To carry a case load of service users who require support.</li> <li>vii) To provide administrative support and maintain internal database, trackers and information systems, including service user data, both written and electronically.</li> <li>viii) To provide practical and emotional support including, but not limited to; support around domestic abuse, advice on housing options, accessing legal advice and information on welfare benefits.</li> <li>ix) To have a flexible and adaptable approach, including adopting alternative strategies to ‘hard to reach’ client groups.</li> </ul>

x)	To work in partnership with other agencies in order to provide a multi-agency approach to support adults, children and young people; initiating and attending Team around the child, attending Child in Need and Child Protection Conferences when required.
xi)	To share responsibility for providing a professional, high standard of outreach support to adults, children and young people, relevant to their individual needs.
xii)	To ensure the security, protection and confidentiality of adults, children, young people, EDAN Lincs and buildings.
xiii)	To raise and maintain a positive profile of EDAN Lincs with statutory and non-statutory organisations and within the public arena; as well as educating the wider community about domestic abuse, and the impact on children and young people.
xiv)	To keep up to date with legislative changes and other matters that affect domestic abuse, and the service.
xv)	To ensure professional boundaries are always maintained when working with adults, children and young people, working within EDAN Lincs Code of Conduct at all times.
xvi)	To ensure that the current and appropriate data protection and health and safety regulations are adhered to, thus safeguarding the work practices of staff, volunteers and service users within the post holder's scope of responsibility.
xvii)	To ensure to adhere to the EDAN Lincs policy on safeguarding vulnerable adults and children, escalating identified issues to their line manager.
xviii)	To be accountable to the Trustees for all actions taken on behalf of EDAN Lincs and undertake any other reasonable duties as required by the Trustees.
xix)	To attend meetings as required by the Outreach Manager / EDAN Lincs Manager.

<b>3</b>	<b>Supervision of People: None</b>
	i) To provide day to day support to volunteers, students and colleagues during their induction period as necessary.

<b>4</b>	<b>Creativity and Innovation:</b>
	i) To contribute to creating a culture and environment that is forward thinking and positive; be open to new ideas and suggestions from staff members and others; be alert to efficiencies and improvements that might be made in the service and take steps to implement them.
	ii) To contribute to the revision and development of EDAN Lincs business plan and production of its annual report
	iii) To assess, plan, implement and evaluate support packages in conjunction with adults, children and young people and their identified needs.
	iv) To devise appropriate packages of support and make use of a range of tools and approaches in undertaking direct, individual and group work with children and young people.
	v) To make recommendations to the Outreach Manager / EDAN Lincs Manager regarding the delivery of service, including any potential income sources.



<b>5</b>	<b>Contacts and Relationships:</b>
	i) To develop and maintain professional working relationships with services and partner agencies.
	ii) To provide education on domestic abuse to adults, children, young people and professionals.
	iii) To liaise with, and build positive relationships with funders of EDAN Lincs.
	iv) To actively seek new funding opportunities, and support applications for relevant funding when necessary for the project.

<b>6</b>	<b>Decisions:</b>
	<p><b>Discretion</b> – <i>The post-holder has the following discretions:-</i></p> <ul style="list-style-type: none"> <li>• To make decisions regarding the day to day protection and support for adults, children and young people in accordance with agreed EDAN Lincs policies and procedures</li> </ul>
	<p><b>Consequences</b> – <i>The consequences of the post-holder's decisions can be anticipated to impact on the following:-</i></p> <ul style="list-style-type: none"> <li>• The welfare and safety of children and young people, colleagues and the smooth running of the targeted children and young people's service.</li> </ul>

<b>7</b>	<b>Resources:</b> <i>The post-holder is personally accountable/responsible for the following:-</i>
	i) Providing support to adults, children and young people; including 1:1 sessions, telephone support and group sessions.
	ii) To ensure that any adult, child or young person at risk from abuse are provided with appropriate advice, emotional support and signposted to the necessary agencies.
	iii) To ensure that the adults, children and young people are provided with appropriate activities, resources and tools in order to meet their needs
	iv) Ensuring appropriate use and maintenance of EDAN Lincs equipment and resources.

<b>8</b>	<b>Work Environment</b>
	<p>i) <b>Work Demands</b></p> <ul style="list-style-type: none"> <li>• To deal with emergency situations as presented by adults, children and young people.</li> <li>• To maintain accurate and up to date records in accordance with required procedures.</li> <li>• To have a flexible and adaptable approach.</li> <li>• To provide support to the adults, children and young people for whom they are responsible for in accordance with the plan agreed.</li> <li>• To complete reports within defined timescales and deadlines, often at short notice.</li> </ul>

	<ul style="list-style-type: none"> <li>• Remote/ mobile work - a requirement to be independent, self-disciplined and a good communicator.</li> </ul>
	<p>ii) <b>Physical Demands</b></p> <ul style="list-style-type: none"> <li>• Impact of workstation environment i.e. typing, VDU.</li> <li>• Driving to locations in rural areas.</li> </ul>
	<p>iii) <b>Working Conditions</b></p> <ul style="list-style-type: none"> <li>• Potential exposure to infectious diseases / illness.</li> <li>• Potential exposure to unpleasant and unhygienic conditions created by service users.</li> <li>• Potential risk to personal safety and belongings due to exposure to aggressive/violent behaviour from some service users.</li> </ul>
	<p>iv) <b>Work Context</b></p> <ul style="list-style-type: none"> <li>• Stress of providing support to adults, children and young people affected by domestic abuse, including those with complex needs.</li> <li>• Potential exposure to verbal abuse.</li> <li>• Risks associated with driving in rural areas.</li> <li>• Lone working – see Policies and Procedures for guidance.</li> </ul>

<b>9</b>	<b>Knowledge and Skills:</b>
	i) An understanding of domestic abuse and how it affects adults, children and young people.
	ii) Ability to maintain clear and precise records and statistics.
	iii) Good verbal and written communication skills.
	iv) Knowledge of the current issues and good practice guidelines related to working with those who have/are experiencing domestic abuse and a good understanding of local and national policies and procedures relating to children and young people.
	v) Knowledge and understanding of therapeutic approaches in relation to children and young people.
	vi) Organisational and people management skills.
	vii) Good time management skills, with the ability to prioritise work load.

<b>10</b>	<b>General:</b>
	Full driving licence and the use of a car

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post-holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be with the consent of the post-holder.

**Equal Opportunities** - The post-holder is required to carry out the duties in accordance with EDAN Lincs Equal Opportunities policies.

**Health and Safety** - The post-holder is required to carry out the duties in accordance with EDAN Lincs Health and Safety policies and procedures.

**Safeguarding** – EDAN Lincs is committed to safeguarding and promoting the welfare of people experiencing domestic abuse, children, young people and vulnerable adults. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. **DBS, identity checks, references and qualifications will be verified for all employees.**

The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.

	Name:	Signature:	Date:
Job Description written for EDAN Lincs by:	.....	.....	.....
Job Description agreed by: [Post-holder]	.....	.....	.....
<p><b>Job Evaluation</b> - This job description has been compiled to allow the job to be evaluated using the GLEA Job Evaluation scheme as adopted by EDAN Lincs.</p> <p>Note: Qualifications and Experience headings are included in the Person Specification</p>			



# Organisation Structure 2021



**Board of Trustees**  
Chair of Trustees, Vice Chair, Treasurer and Company Secretary – Total of 9 Trustees

**EDAN Lincs Manager (Chief Executive Officer)**



**Refuge (Lincoln & Louth)**  
Project Manager

**Refuge (Lincoln)**  
Project Manager

**Refuge (Louth)**  
Project Manager

**MARAC Manager**

**Outreach Project Manager**

**Outreach Project Manager**

**Outreach Project Manager**

**Outreach Project Manager**

**IDVA Project Manager**

**IDVA**  
7 x **Independent Domestic Violence Advisers**  
2 x **Hospital IDVAs**  
1 x **Court IDVA**  
1 x **Rural IDVA**  
1 x **CYP IDVA**

**Refuge Services**

4 x Specialist DA Workers (**Lincoln**)

2 x Specialist DA Workers (**Louth**)

**Family/Child Support (BBC CIN)**

1 x Dispersed Refuge Specialist DA CYP Worker (**Lincoln**)

1 x Family Play Worker (**Lincoln**)

1 x Sessional Worker (**Lincoln**)

1 x Children's CYP (**Louth**) (BBC CIN - negotiation re transfer of funding)

**Outreach DA Services**

2 x Information, Advice and support Worker

5 x Domestic Abuse Triage Assessment Workers (inc. 2 leads)

A team of Specialist Domestic Abuse 'Short Term' Intervention (telephone hub) workers

A team of Specialist Domestic Abuse 'Intensive Intervention' workers

**Targeted Children's Services**

A Team of Child/Young Person Specialist Domestic Abuse Workers

**EDAN SAFE Course**

EDAN SAFE Programme (Includes impact on Children/young people)

**Finance Director**  
**Finance Controller**

1 x HR Project Administrator/PA

1 x Project Admin (Refuge)

1 x Fundraising Co-ordinator

**Volunteers**

## Funded by:

