

Job Description

Job title: Independent Domestic Violence Adviser (IDVA)
Domestic Abuse Specialist Services

Scale: £25,214.00 (non-qualified*) - £27,468.00 (IDVA qualification)

Hours: 37hrs per week

This vacancy is open to female applicants only, exempt under the Equality Act 2010 Schedule 9, Part 1

This post is subject to Enhanced DBS Checks

*Accredited training provided

Responsible For: No paid staff

Responsible to: Domestic Abuse Specialist Services Manager

Liaison/communication:

- The post holder will communicate internally with all members of the Freeva team and with wider partner agencies
- The post holder will represent the Freeva at various community events, meetings or committees as deemed appropriate by the Management and/or the Board of Trustees

Main purposes of the post

1. Work as part of the wider Specialist Domestic Abuse team, providing support to victims identified at high risk of harm, cases heard at MARAC, victims attending the Specialist Domestic Violence Court (SDVC), clients supported within Freeva's Hospital Based IDVA services and IDVA services supporting clients from racially minoritised communities
2. Provide a pro-active, short term crisis intervention service through individual safety planning and personal support.
3. Advocate for high-risk victims with agencies who can help address the domestic abuse by:
 - i. Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
 - ii. Providing advocacy, emotional and practical support and information to victims including legal options, housing, health and finance.

- iii. Working directly with all key agency partners to address the safety of high-risk victims and ensuring that their safety plans are coordinated particularly through MARAC.
- 4. To refer all cases identified as high risk of harm to the Daily MARAC via MODUS
- 5. To attend and represent the views of the victim, share up-to-date information, and act as a link between the victim and the MARAC agencies.
- 6. Liaise between the victim and partner agencies to ensure that actions identified by MARAC are completed in a timely manner
- 7. Complete an initial safety plan with victims, sharing information to increase the safety, health and well-being and complete immediate actions that will enhance the safeguarding of each individual such as support to access civil remedies, target hardening referrals, referrals to Social Care Services etc.
- 8. Ensure that appropriate and timely referrals are made to appropriate second tier services for ongoing specialist support and advocacy.
- 9. Supporting clients to access immediate support options including securing refuge accommodation locally and nationally, housing advocacy, health, legal advice, welfare support etc.
- 10. Ensure the effective information sharing at MARAC including providing updates for reviews of cases as appropriate.
- 11. Risk assess and regularly review the risk assessment and deliver service in keeping with the result
- 12. Undertake proactive attempts to engage and provide support victims attending the Specialist Domestic Violence Court (SDVC)

Specialist Team Support

- 1. Ensure the service is focused on actively resisting re-traumatisation, improving safety, health and well-being and reducing risk.
- 2. Regularly check email inboxes and answer phone for enquiries and referrals and respond to them appropriately.
- 3. Encourage feedback from service users on a regular basis and to contribute to the ongoing evaluation of the helpline services.
- 4. Co-facilitate delivery of specialist domestic and sexual abuse training
- 5. Act as a point of contact and provide ongoing support for clients waiting to be allocated to a second tier service / partner agency
- 6. Complete monitoring and evaluation forms as appropriate
- 7. Attend multi-agency meetings as appropriate to advocate for clients
- 8. A commitment to partnership working and attendance at multi-agency meetings and community events to promote the service/organisation
- 9. Be competent in accurate record-keeping and collection of data for monitoring purposes, service specific monitoring reports and to provide statistical information for evaluation purposes as required
- 10. Provide at least one case study per quarter

Organisational Development

- 1. To strengthen and develop links with a wide range of local organisations and businesses across all sectors to promote the helpline services as widely as possible

2. To keep all members of staff and Board of Trustees informed about good practice in running the helpline services and to contribute in the development of helpline policies, strategies and working practices
3. Keep up-to-date with developments in the domestic and sexual violence field
4. To undertake such other duties as may be required by the Board of Trustees from time to time, but which will be consistent with the role.
5. Demonstrate a commitment to Freeva's policies on equalities and promote these in all aspects of the helpline work

Person Specification

Area	Criteria
Education and Training	<p>Essential A recognised IDVA training certificate, or demonstrable equivalent experience of supporting victims of domestic abuse and a willingness to undertake relevant study.</p> <p>Desirable Achieved or be willing to undertake specialist training including: - Independent Domestic Violence Adviser (IDVA) qualification - SafeLives training for Marac representatives A relevant professional qualification such as CQSW, Diploma in Counselling</p>
Work Experience / Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • A comprehensive understanding of issues relating to victims and survivors of domestic and sexual violence, and demonstrable skills in assessing the needs of callers using non-judgemental, active listening and questioning skills • Minimum of one-year work experience in the charity/ voluntary sector, namely relating to domestic and/or sexual violence related client work • Experience of working with people from a variety of backgrounds and cultures • Experience of providing non-judgemental, non-directive and confidential information, advice and support by phone • An understanding of the dynamics of domestic and sexual violence, including knowledge of impact of domestic and sexual violence on victims and children and of current legislation and good practice • Understanding of safeguarding protocols including child protection issues and legal responsibilities • Experience of working within multi-agency networks and settings • Experience of service development work • Experience of monitoring and evaluation <p>Desirable</p> <ul style="list-style-type: none"> • An understanding of the criminal and civil justice systems related to domestic and sexual violence
Personal Attributes	<p>Essential</p> <ul style="list-style-type: none"> • Empathy for victims of domestic and sexual violence and a desire to work alongside them to assist in their recovery process • Ability to communicate clearly and empathetically, including the ability to listen effectively and match communication to the needs of the recipient • Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent • Motivated and enthusiastic; and proven ability to work as part of a busy, often stressful and challenging environment • Excellent written and verbal communication skills, with the ability to present clear well-structured professional reports, letters and case notes • Ability to operate a high degree of confidentiality and accountability

	<ul style="list-style-type: none"> • Ability to work to tight deadlines and to take responsibility for meeting agreed targets • Ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity • Ability to work on own initiative, be proactive and able to take responsibility for actions, including planning and prioritizing work activities • Ability to demonstrate commitment to multi-agency partnership working • Commitment to continuing professional development. • Ability to self evaluate and reflect on practice • Ability to recognize discrimination and anti-oppressive practices, in its various forms, and to take appropriate action. • Demonstrable understanding of diversity, equal opportunity and gender equality issues • Confident in providing advice and guidance to others around policy, procedures and good practice • Ability to maintain personal and professional boundaries. • Willingness to undertake training. • Willingness to accommodate occasional unsociable hours (evenings and weekends) • Commitment to the aims and work of the Freeva • Full clean UK Driving License & access to own vehicle
IT skills	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Computer literate, including demonstrable competence in using Microsoft office package (word, excel, outlook and powerpoint) • Experience of data analysis and report writing