

JOB DESCRIPTION

Job Title:	Senior IDVA (Independent Domestic Violence Advisor)
Date:	January 2020
Department:	Support Services
Line Manager:	Service Manager
Grade/Pay Scale	Up to £27,500 dependent upon experience
Location:	The Haven Wolverhampton
Status:	Permanent. Full Time – 37.5 Hours Per Week Every employee is advised that their employment continues only if The Haven Wolverhampton remains able to fund it.

Job Purpose

To provide a high-quality frontline service that is sensitive to the gendered dynamics of VAWG, to victims of domestic abuse, delivering a service to those identified at high risk using initiative at point of referral to ensure that support received is effective and timely.

To work within a multi-agency framework, advocating within multi-agency settings including MARAC and local partnership responses to domestic abuse on behalf of VAWG support service users and their needs.

To monitor MARAC referrals, allocations and case closures and work with Haven SPOC and Regional MARAC Coordinator and to ensure good practice across the team.

To be a point of contact for IDVA's within the team and provide guidance on MARAC processes, child protection issues and information sharing concerns.

To attend meetings and events in relation to IDVA and MARAC on behalf of the Senior Manager.

Scope of Job – main tasks, duties and responsibilities

- Work with victims of domestic abuse to provide a specialist pro-active service that reflects women's individual risks and needs, whilst respecting their autonomy and right to make decisions.
- Work with women to identify needs of their dependent children and refer to services suitable, and where a child or young person is identified as high-risk, ensure that referrals are made to the relevant statutory agencies.
- Work to challenge norms, raise awareness among professionals and challenge other professionals and services where required (institutional advocacy), and promote this good practice within the team.
- Work with the team and victims to identify barriers to them overcoming abuse, and empower them to them in recognise the features and dynamics of domestic abuse present in their situation and help them regain control of their lives, overcoming and addressing barriers, seeking to restore control to women and girls.

- Ensure that meaningful support plans and objectives are created and monitored with victims, performing regular reviews to ensure that needs are met at the level of both the individual and the service.
- Advocate for victims with agencies who can help to address the domestic abuse by:
 - Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
 - Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance.
 - Working directly with all key agency partners to address the safety of high-risk victims and ensuring that their safety plans are coordinated through professional meetings.
- Understand multi-agency partnership structures and work within a multi-agency setting which will include participation at the MARAC, contributing to interventions and helping to design a plan to protect victims and children, while maintaining an independent role on behalf of your client, keeping their safety as central to any response.
- Be proactive in carrying out case reviews based on a review of risk and abuse which:
 - Feeds back into action planning to further progress, signpost or close cases.
 - Provides feedback to your team/clients/agencies.
 - Ensures safe exit from the service.
- To monitor MARAC referrals, allocations and case closures and work with Haven SPOC and Regional MARAC Coordinator and to ensure good practice across the team.
- Respect and value the diversity of the community in which the services work in and be committed to removing the barriers which prevent and/or limit both access and utilisation of services.
- To utilise wellbeing programmes to work with women and children and provide a wraparound service to support their emotional wellbeing and give ongoing support to help them become independent of the service.
- To review cases with non-engagement and identify barriers and challenges that victims face, working to overcome them, whilst addressing challenges with other agencies, actively monitoring this and working with Service Manager to reduce non engagement.
- Maintain accurate and confidential case management records and databases, collating reports and data as needed, whilst working with women and children to get honest evaluation and feedback regularly, to help develop and steer the design of the service.
- Monitor the quality checks of the IDVA team, ensuring that peer to peer reviews are completed, and actions are completed by staff, feeding back to Service Manager to work to improve and better the quality of the service.
- Monitor victim feedback or the service, and work with service manager to look at best practice and how to capture feedback and evaluate, reviewing processes.
- Analyse data and identify gaps, trends and needs, and work with Service Manager to look at developing and shaping services for the future.
- Have a recognised IDVA qualification and experience of working within that role, with an ongoing commitment to developing skills and knowledge.
- Attend specific meetings in relation to MARAC and IDVA, and desktop reviews on behalf of line manager.
- Develop and deliver training and information sessions to staff.

- Work with Training Manager to develop IDVA and ISVA accredited modules.

General duties and responsibilities

- To undertake such other duties, training and/or hours of work as maybe reasonably required, and which are consistent with the general level of responsibility of this job.
- To have personal responsibility for maintaining personal and professional development to meet the changing demands of the job and the Charity, by undertaking appropriate training and development activities. This includes encouraging and supporting staff and managers in their training and development.
- To undertake any health and safety training and related activities such as First Aid, Fire Marshall, Duty Hold, Health & Safety representative etc. as required for the post and as required by The Haven Wolverhampton to ensure their Health & Safety Policy is implemented effectively.
- To ensure equality of opportunity both in service provision and employment, having regard to the needs of the diverse communities we serve.
- To act in accordance with the organisations standing orders, financial regulations and financial procedures.
- To supervise and support volunteers and placements as required.
- To comply with legislation and The Haven’s policies including Confidentiality, Information Sharing, Data Protection, Computer Security, Safeguarding vulnerable adults and children, and Human Rights.
- To undertake any other duties commensurate with the grading of the post subject to reasonable adjustment under the Equality Act.
- To support accommodation staff in ensuring the well-being of residents and their children working directly with our client group, including working within the accommodation if required using the skills associated with the job.
- The duties of the post may change and develop from time to time in the light of new legislation, The Haven’s Policies, organisational development and social trends. Such development will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

Special Conditions (if applicable e.g. unsociable hours, extensive travel etc.)

- Able to work unsociable hours on occasions if required to undertake internal Haven activities or external continued professional development activities.
- Able to travel as required dependent upon service user need.

Signed (Jobholder)			
Print Name		Date:	



PERSON SPECIFICATION

The Person specification provides a list of essential and desirable criteria which a candidate should possess to be able to perform the job. Each of the criteria listed below will be measured through one or a combination of the following: A = Application form; I = Interview; D = Documentation; R = References and T = Test.

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Date:	January 2020	

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> • Experience of working with victims of domestic abuse in a VAWG setting. • Experience of managing a caseload. • Experience of working within a multi-agency and legislative framework. • Experience of maintaining a high standard of case management records and databases, and an ability to create reports when required. • Experience of data monitoring, and analysis of data. 	<ul style="list-style-type: none"> • Experience of leading a team. 	A I R
Knowledge & Understanding	<ul style="list-style-type: none"> • Have a good understanding of domestic abuse including the impact of domestic abuse on victims and their children. • Have a good understanding that women’s experience of VAWG is not only gendered but can also be connected to factors such as ethnicity, age, class, disability and sexuality. • Demonstrate a commitment to removing the barriers which prevent and/or limit both access and utilisation of services by some groups of women. • Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children. 	<ul style="list-style-type: none"> • Knowledge of quality management for case reviews. 	A I R T

	<ul style="list-style-type: none"> • Understand child protection issues, and the legal responsibilities surrounding these issues. • Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children. • Understand the remits and resources of relevant statutory bodies and voluntary agencies. • Knowledge and understanding of legislation in relation to Safeguarding Children and Vulnerable Adults. • Knowledge/experience of the voluntary sector. 		
Skills & Abilities	<ul style="list-style-type: none"> • Ability to complete data reports upon request, analysing trends identified and able to think creatively around solutions. • Have computer literacy skills and have some experience of working with databases. • Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals. • Ability to be compassionate and empathetic with your client's situation. • Ability to show initiative and be proactive when managing your caseload and interacting with your clients and agencies you're working with. • Ability to advocate on victim's behalf's, challenging other professionals where required. • Ability to work flexibly as part of a team. • Ability to analyse and be a critical thinker – scrutinising and challenging as needed. • Ability to be optimistic about the possibility of personal growth and change. • Ability to motivate individuals and agencies to move through courses of action and decision-making processes. • Be confident in challenging norms, and other agencies/professionals (institutional advocacy) • Able to lead a team in crisis, managing the situation and remaining focused. 	<ul style="list-style-type: none"> • Ability to speak/write in a community language. 	A I R

Qualifications & Training	<ul style="list-style-type: none"> • CAADA IDVA training certificate, or a relevant degree, or demonstrable equivalent experience, or a vocational qualification. 		A I D
Other Special Requirements	<ul style="list-style-type: none"> • Able to work unsociable hours on occasions if required to undertake internal Haven activities or external continued professional development activities • Travel as needed depending on women need • Be committed to the aims and objectives of The Haven Wolverhampton in supporting women and any dependent children who are homeless through reasons such as domestic abuse. 		I