

## Job Description

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

**Scale:** £24,000 - £26,146 pro rata dependent on qualifications & experience

**Hours:** 37hrs per week  
8am-4pm Mon-Thurs  
8am – 3:30pm Friday

**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

#### Enhanced Support to Vulnerable Victims

1. To refer all cases identified as high risk of harm by the Helpline & Engagement team to the Daily MARAC via MODUS
2. 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.
3. Liaise between the victim and partner agencies to ensure that actions identified by MARAC, for completion by the Helpline & Engagement Service, are completed in a timely manner
4. Undertake pro-active contact attempts for cases referred to the Daily MARAC by partner agencies, to encourage engagement by victims with specialist domestic abuse support
5. 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.
6. Ensure that appropriate and timely referrals are made to appropriate second tier services for ongoing specialist support and advocacy.
7. Supporting clients to access immediate support options including securing refuge accommodation locally and nationally, housing advocacy, health, legal advice, welfare support etc.

8. Ensure the effective information sharing at MARAC including providing updates for reviews of cases as appropriate.
9. Risk assess and regularly review the risk assessment and deliver service in keeping with the result
10. Undertake proactive attempts to engage victims attending the Specialist Domestic Violence Court (SDVC) with specialist support.

### **Specialist Team Support**

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 +/- or victims attending the Specialist Domestic Violence Court (SDVC), clients supported within Hospital Based IDVA services
2. Ensure the service is focused on actively resisting re-traumatisation, improving safety, health and well-being and reducing risk.
3. Regularly check email inboxes and answer phone for enquiries and referrals and respond to them appropriately.
4. Encourage feedback from service users on a regular basis and to contribute to the ongoing evaluation of the helpline services.
5. Co-facilitate delivery of specialist domestic and sexual abuse training
6. Contribute to the continuous review the helpline & engagement service manual including the addition of any useful resources to reflect updated information of services available both locally and nationally
7. Act as a point of contact and provide ongoing support for clients waiting to be allocated to a second tier service / partner agency
8. Complete Insights monitoring and evaluation forms as appropriate
9. Attend multi-agency meetings as appropriate to advocate for clients
10. A commitment to partnership working and attendance at multi-agency meetings and community events to promote the service/organisation
11. 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
12. 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 Freeeva's policies on equalities and promote these in all aspects of the helpline work

**Person Specification**

Area	Criteria
<b>Education and Training</b>	<p><b>Essential</b> A recognised IDVA training certificate, or demonstrable equivalent experience and a willingness to undertake relevant study.</p> <p><b>Desirable</b> 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>
<b>Work Experience / Knowledge</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Minimum of one-year work experience in the charity/ voluntary sector, namely relating to domestic and/or sexual violence related client work</li> <li>• Experience of working with people from a variety of backgrounds and cultures</li> <li>• Experience of providing non-judgemental, non-directive and confidential information, advice and support by phone</li> <li>• 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</li> <li>• Understanding of safeguarding protocols including child protection issues and legal responsibilities</li> <li>• Experience of working within multi-agency networks and settings</li> <li>• Experience of service development work</li> <li>• Experience of monitoring and evaluation</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• An understanding of the criminal and civil justice systems related to domestic and sexual violence</li> </ul>
<b>Personal Attributes</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Empathy for victims of domestic and sexual violence and a desire to work alongside them to assist in their recovery process</li> <li>• Ability to communicate clearly and empathetically, including the ability to listen effectively and match communication to the needs of the recipient</li> <li>• Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent</li> <li>• Motivated and enthusiastic; and proven ability to work as part of a busy, often stressful and challenging environment</li> <li>• Excellent written and verbal communication skills, with the ability to present clear well-structured professional reports, letters and case notes</li> <li>• Ability to operate a high degree of confidentiality and accountability</li> <li>• Ability to work to tight deadlines and to take responsibility for meeting agreed targets</li> </ul>

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