

## Job Description

**Job title:** Independent Domestic Violence Adviser (IDVA) – Black, Asian & Minority Ethnic Groups (BAME) Helpline & Engagement Service

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

**Hours:** 37hrs per week

**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

#### Provide a pro-active service and advice to victims of domestic violence to keep them and their children safe

1. Providing specialist support to Black and Minority Ethnic (BAME) of domestic and or sexual abuse, identified at high risk of harm; including victims with No Recourse to Public Funds
2. Attend MARAC 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, are completed in a timely manner
4. Complete initial safety planning 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, safeguarding referrals etc.
5. Develop an individual care plan to meet individual risk and needs identified for each client
6. Undertake short term crisis intervention support to victims with the aim of reducing risk. Provide advocacy, emotional and practical support and information to victims including legal options, housing, health and finance.
7. Risk assess and regularly review the risk assessment and deliver service in keeping with the result

8. Ensure the effective information sharing at MARAC including providing updates for reviews of cases as appropriate.
9. Liaising with statutory and non-statutory services to ensure the physical safety, emotional welfare and mental health of the client is supported appropriately
10. Promote community cohesion and facilitate access to other local specialist agencies for ongoing specialist support and advocacy.
11. Provide updates to the referring agency +/- Helpline & Engagement Service as appropriate
12. Ensure that appropriate and timely referrals are made to appropriate specialist services for ongoing specialist support and advocacy.
13. Support clients through the Criminal and Civil Justice Systems, explaining the procedures and their role and rights within that system
14. Work as part of the wider Specialist team
15. Complete Insights monitoring and evaluation forms as appropriate
16. A commitment to partnership working and attendance at multi-agency meetings and community events to promote the service/organisation
17. 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
18. Provide at least one case study per quarter

### **Specialist Team Support**

19. Work as part of the wider Specialist Helpline & Engagement 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
20. Ensure the service is focused on actively resisting re-traumatisation, improving safety, health and well-being and reducing risk.
21. Regularly check email inboxes and answer phone for enquiries and referrals and respond to them appropriately.
22. Encourage feedback from service users on a regular basis and to contribute to the ongoing evaluation of the helpline services.
23. Co-facilitate delivery of specialist domestic and sexual abuse training
24. 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
25. Act as a point of contact and provide ongoing support for clients waiting to be allocated to a second tier service / partner agency
26. Complete Insights monitoring and evaluation forms as appropriate
27. Attend multi-agency meetings as appropriate to advocate for clients
28. A commitment to partnership working and attendance at multi-agency meetings and community events to promote the service/organisation
29. 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
30. 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
<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 Freeva</li> </ul> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Full clean UK Driving License &amp; use of own vehicle</li> </ul>
<p><b>IT skills</b></p>	<p><b>Essential</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>