

Job Description

Job title: MARAC/IDVA Support Worker
– Domestic Abuse Specialist Services

Scale: £22,000 pro rata

Hours: 18.5hrs 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 FreeVA, second tier services and other agencies.
- The post holder will represent the FreeVA at various meetings or committees as deemed appropriate by the Management and/or the Board of Trustees

Main purposes of the post

1. To respond to and process new referrals into Freeva's Independent Domestic Violence Advocacy (IDVA) service
2. Liaise with referring agency, to ensure all information is obtained to enable referrals into the local MARAC
3. Submit referrals on behalf of the Helpline & Engagement Service +/- or 3rd party agency to the MARAC via MODUS
4. Check Daily MARAC lists, create or update client records on OASIS as appropriate. Support with the preparation for the Daily MARAC and MARAC Review meetings
5. Ensure that the voice of the victim is captured in any referrals to MARAC
6. Ensure that any immediate safeguarding actions have been undertaken
7. Support with the allocation of cases to a named IDVA
8. Provide updates to the referring agency +/- or Helpline & Engagement Service as appropriate
9. Provide support to the wider HES as required
10. To ensure information provided on through the HES is constantly reviewed and updated to reflect local capacity, support options and meets current legislations and best practice.
11. To ensure that all contacts, case notes, records and forms are completed accurately and inputted on the database during each shift
12. To ensure accurate record-keeping and collection of data for monitoring purposes, completion of helpline monitoring reports and to provide statistical information for evaluation purposes as required

13. To assist with the completion of Insights and other HES evaluations to contribute to the ongoing evaluation and monitoring of the HES performance and activity
14. To ensure standards are maintained for the purposes of helpline accreditation as well in providing quality service to all service-users.
15. Identify any updates required of the HES service manual on a regular basis to reflect updated information of services both locally and nationally
16. To undertake efficient handover and debriefing after each shift; e.g. update on referrals, and that all other relevant issues and information are passed on.

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 an IDVA, second tier service or partner agency
8. Complete Insights monitoring and evaluation forms as appropriate
9. A commitment to partnership working and attendance at multi-agency meetings and community events to promote the service/organisation
10. 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

Organisational Development

1. To strengthen and develop links with a wide range of local organizations 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 development 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 degree, equivalent qualification or alternatively able to demonstrate relevant experience within domestic and sexual abuse</p> <p>Desirable A relevant professional qualification such as Data Analysis, Customer Service</p>
Work Experience / Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Excellent verbal, questioning, and written communication skills using non-judgemental language • A commitment to a partnership working approach • Proficient user of IT systems, experience of recording, and reporting on data • Experience of managing case records and case management systems • Understanding impact of trauma on victims, including children • Working with multi-agency networks. • 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 • An understanding of Multi Agency Risk Assessment Conferences (MARAC)

<p>Personal Attributes</p>	<p><i>Essential</i></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 • 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 work • 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
<p>IT skills</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Highly IT literate and proficient with common applications such as MS Office and web-based applications • Experience of analyzing data and report writing <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Working knowledge and experience of OASIS Case management systems