

JOB DESCRIPTION

<b>Job Title:</b>	Housing IDVA (Independent Domestic Violence Adviser)
<b>Responsible to:</b>	Team Manager
<b>Responsible for:</b>	No staff

<b>Hours:</b>	30 hours per week
<b>Holiday Entitlement:</b>	28 days plus bank holidays (pro rata)
<b>Salary:</b>	£23,088 - £25,786 per annum (pro rata)
<b>Pension:</b>	Group personal pension plan, with employer contribution of up to 4%

<b>Vetting Requirements:</b>	Enhanced DBS
<b>Essential Requirements</b>	Access to a vehicle with Business Class Insurance
<b>General Description:</b>	<p>This role is part of the Devon Domestic Abuse Service which provides support to high and medium risk victims of domestic abuse and their families.</p> <p>This exciting new specialist role of Housing IDVA is designed to support victims of Domestic Abuse to remain safe in their own accommodation or secure suitable new housing.</p> <p>The main tasks for this role include:</p> <ul style="list-style-type: none"> <li>- Managing a caseload of high risk victims, providing specialist support around housing.</li> <li>- Acting as a link person between the local authority housing teams, our Domestic Abuse services in Devon, supported accommodation and refuges.</li> <li>- Offering dedicated support to victims in Places of Safety.</li> <li>- Providing specialist training and professional consultancy to partner agencies.</li> </ul> <p>This is a 2-year contract with the potential to extend or be made permanent, subject to funding.</p>

## Main Duties

- Ensure effective access to the service for victims of Domestic Abuse across Devon who are experiencing accommodation difficulties and encourage their engagement with the service, through multi agency working and service flexibility.
- Work with housing service providers and the local council and other housing providers to introduce the service and encourage practitioners to identify domestic abuse, respond appropriately and refer to the service. This will include offering training, briefings, professional consultancy, and information to upskill housing workers and improve their response to domestic abuse.
- Hold a caseload of victims and survivors of Domestic Abuse providing specialist housing related support to help victims remain safely in their own accommodation or secure other appropriate housing.
- Work in partnership with housing staff and provide institutional advocacy to maximise positive outcomes and use the appropriate reporting mechanisms to highlight persistent or recurring issues that arise.
- Work collaboratively with staff across FearLess to ensure they are upskilled around housing knowledge, legislation and options for victims.
- Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist e.g. Safelives DASH.
- Focus on and prioritise MARAC high risk cases and provide a pro-active, short to medium term crisis intervention service through individual safety planning and personal support.
- Provide support for high-risk victims and their family who have ongoing needs after their immediate high-risk interventions have been completed.
- Advocate for high-risk 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 both civil and criminal, 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 particularly those being heard at through the MARAC.
- Manage a case load ensuring each client receives the appropriate service individual to their needs.
- Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation and help them regain control of their lives.
- Understand multi-agency partnership structures and work within a multi-agency setting which will include participation at the MARAC. You will contribute interventions and help design a plan to protect victims and any children, while maintaining an independent role on behalf of your client, keeping their safety as central to any response.
- Ensure support provided is accessible to clients in terms of location and times.
- Be proactive with your line manager in carrying out regular case reviews based on a review of risk and abuse which:
  - Feeds back into action planning to further progress, signpost, or close cases and.
  - Provides feedback to your clients/agencies.

- Help maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for victims of domestic abuse.
- Respect and value the diversity of the community in which the services work in and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.
- Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
- Utilise evaluation and monitoring systems to ensure high standards of service are consistently achieved e.g. Insights and Orchards Database.

### **General**

- Work at all times in accordance with the requirements of the Lone Working Policy and Procedure.
- Attend and contribute to team meetings.
- Update written and computerised records with accurate and clear information.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Undertake agreed training and keep updated on changes in legislation, policy, and best practice.
- To engage in supervision, annual appraisal, and induction training.

### **Responsibilities**

- The post holder will deal with highly confidential information relating to vulnerable people.
- Ensure security of data, especially sensitive personal data, in line with the information security policy
- Work within FearLess's Policies and Procedures at all times.
- Responsible for security of client information and mobile phone while out of office.
- Employees have responsibilities in respect of health and safety. In particular they will:
  - Co-operate at all times with management in the implementation of and adherence to health and safety policy and procedures.
  - Take reasonable care for their own safety and for the safety of others who may foreseeably be affected by their actions at work.
  - Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work.
  - Report all health and safety concerns to line managers.
  - Assist with the completion of the risk assessment programme.
- Any other duties that may be reasonably required.

# Person specification

Requirements		Essential (E) / Desirable (D)
<b>Education and qualifications</b>	Good standard of general education	E
	Higher level education or similar/ relevant professional qualifications	E
	Relevant training	D
<b>Experience</b>	Experience of supporting clients to raise housing issues	E
	Experience of engagement with housing bodies ref appropriate housing/rent arrears	E
	Experience of conducting needs and risk assessments	E
	Experience of managing risk	E
	Experience of providing needs-led support to clients with a variety of support needs	E
	Experience of building and maintaining partnerships with other agencies	E
	Experience in working with vulnerable people	E
	Experience of working within a multi-disciplinary service or multi-agency network.	E
	Experience of working with victims of domestic abuse	E
	Evidence of challenging Local Authorities over decisions	D
	Evidence of supporting clients with Domestic Abuse with housing issues	D
<b>Knowledge</b>	Knowledge and understanding of the issues facing people who have experienced domestic abuse and its impact	E
	Knowledge of child protection and safeguarding	E
	Knowledge of housing legislation	D
	Knowledge of domestic abuse legislation, including civil and criminal law remedies available to survivors	D
	An understanding of the needs of people from diverse backgrounds affected by domestic abuse	D
	Knowledge of relevant statutory services and legislation	D
	An understanding of confidentiality principles	E
	Knowledge and understanding of trauma and its impact	D
<b>Skills and abilities</b>	Ability to work under pressure	E
	Ability to plan own workload, manage time effectively and deal with changing and competing demands	E
	Ability to think creatively and show initiative	E
	Ability to communicate with distressed people empathically	E
	Ability to establish and maintain appropriate boundaries	E
	Ability to establish and maintain professional working relationships with both clients and other professionals	E
	Ability to communicate effectively with a range of professionals	E
	Ability to instill confidence in other professions	E
	Strong verbal and written communication skills	E
	Ability to maintain effective administrative and monitoring systems	E

	Ability to work in a self-directed manor where required	E
	Ability to support people with a non-directive approach	E
	Ability to use email, Microsoft Office and other relevant IT systems.	E
	Reliable and trustworthy	E
<b>Attitude and presentation</b>	Efficient and punctual	E
	Non-judgmental	E
	Willingness to critically assess own performance and reflect on own practice	E
	Understanding of and commitment to equal opportunities	E
	Willingness to undertake further training as required	E
	A commitment to making a positive difference	E
	A willingness to travel across Wiltshire as and when required	E
	Flexible in approach	E