

Job Description



Job Title:	Health IDVA	Department:	Devon Services
Reports to:	Team Manager	Salary:	£23,088 - £25,786
Accountable to:	Team Manager	Hours:	37 hours per week To include flexible working hours covering including evenings and weekends
Responsible for:	N/A	Location:	Devon – based at the Royal Devon University Healthcare (RDUH) NHS Foundation Trust.

Main purpose of the Job

The Health IDVA will be employed by FearFree to develop pathways and processes at the Royal Devon University Healthcare (RDUH) NHS Foundation Trust.

The Health IDVA will work within a dynamic, fast paced, crisis intervention, advocacy and support service embedded within the hospital to ensure all staff are aware of Domestic Abuse, and equipped to ask the right questions and encourage both patients and staff to engage with the support the Health IDVA will bring to this environment.

The post holder will assist health practitioners to respond more effectively to domestic abuse, particularly those with complex and multiple needs, and will bring specialist knowledge and skills in empowering clients to seek the right support and move forward.

The work will include providing specialist knowledge and expertise to other health care practitioners to ensure victims of domestic abuse (and their children) are safeguarded from further harm, to provide a strong partnership approach to service provision.

Priority will be given to medium and high risk cases that are employees and patients of RDUH – those who do not live in Exeter to be sign-posted to specialist support within FearFree Devon (excluding Torbay and Plymouth).

Key elements of the role include:

- To work with all victims of abuse (male or female) that have health related needs in the Exeter area.
- Providing priority support to both patients and staff at the hospital.
- Delivering Domestic Abuse training to all staff at the hospital equipping them to recognise all forms of Domestic Abuse and ensuring they are confident in starting those conversations.
- Risk assessing and helping to keep service users safe through safety planning.
- Enabling victims to access and engage with statutory and other services.
- Engaging with and supporting the MARAC process, to ensure that the voice of victims is heard.

- Managing a caseload of medium to high-risk victims and working proactively to support them and their families.
- Developing and maintaining working relationships with additional services relevant to this field.
- Ensuring services and resources are appropriate and tailored to services users needs.

Main Responsibilities and Tasks

Key responsibilities:

- Hold a caseload and provide high-quality telephone and face to face crisis intervention, information, advocacy and support to both staff and patients at the hospital who have been identified as victims of Domestic Abuse.
- Proactively assess the needs and risks of clients regularly in line with FearFree policies and procedures, having full regard for case management, MARAC and safeguarding adults and children policies and procedures.
- Complete risk and safety plans for all clients, ensuring risk management and safety is at the heart of everything we do in line with company standards.
- Ensure all records comply with compliance and quality standards and information is recorded accurately and in a timely manner.
- Engage with all relevant support agencies, acting as the “voice” of both staff and patient victims to seek support to address specific identified barriers.
- Support all caseload to access external support and sign-post where appropriate to enable caseload to engage with other organisations who can support them on their road to recovery.
- Work proactively to raise awareness of Domestic Abuse and upskill all staff within the hospital to be able to identify potential Domestic Abuse, and seek support from the Health IDVA.
- Attend regular safeguarding and domestic abuse meetings within the RD UH and health related settings to discuss active cases as required by the manager.
- Proactively assess the needs and safety of any children of the client and ensure that any risks/needs identified are addressed directly with them, having full regard to Safeguarding Children’s policy and complying with the Local Safeguarding Children requirements.
- Advise clients of their rights and options for seeking help and support from other agencies, making referrals, attending appointments with them when required, co-ordinating the provision of multi-agency support where necessary, and proactively advocating to ensure barriers to accessing support and protection are reduced.
- Proactively look for and implement innovative and creative ways of engaging vulnerable and hard to reach victims, particularly those with multiple needs, and sustain the engagement.
- Participate in multi-agency conferences and meetings in respect of children and adults at risk as required, providing reports and undertaking actions as necessary.
- Work in partnership with key agencies, particularly with Health agencies, to ensure effective joint working.

- At all times protect the safety and security of service users, staff, volunteers and buildings, and the confidentiality of records and other information in line with data protection requirements.
- To be flexible with meeting clients which may involve working outside of normal working hours.
- Produce data, reports, evaluations and undertake research, as requested and directed by the Manager.

General

- Remain up to date and concordant with organisational procedures, policies and professional code of conduct, upholding standards of best practice.
- Attend and contribute to team meetings.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness where required.
- Undertake agreed training and keep updated on changes in legislation, policy, and best practice.
- To support additional duties at your team managers discretion.

Other

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and our service users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree' Equality, Diversity and Inclusion policy.

Health and Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits etc.

Policies and Procedures

Responsibility for formulating, updating & monitoring relevant FearFree policies &

procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates

All employees need to be aware of all FearFree' policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding leads immediately. This role will require an enhanced DBS check.

Person specification

Requirements		Essential (E) / Desirable (D)
Education and qualifications	Good standard of general education	E
	Higher level education or similar/ relevant professional qualifications	E
	Relevant training	D
Experience	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
Knowledge	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 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
	Ability to work under pressure	E

Skills and abilities	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
Attitude and presentation	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