

# Job Description



<b>Job Title:</b>	IDVA Team Manager	<b>Department:</b>	Services
<b>Reports to:</b>	Devon Service Manager	<b>Salary:</b>	£27,475 to £31,710 per annum
<b>Accountable to:</b>	Devon Service Manager	<b>Hours:</b>	37 hours per week
<b>Responsible for:</b>	Independent Domestic Violence Advisors (IDVAs)	<b>Location:</b>	Exeter and South Devon

## Main purpose of the Job

FearFree delivers services across the South West for victims and perpetrators of domestic abuse and victims of sexual violence. We provide responsive, victim focused, and trauma informed support and this post will be fundamental to ensuring service users, stakeholders and partners experience this in our daily delivery.

Based within our Devon Service, which delivers domestic abuse services across Devon, the IDVA Team Manager manages our high risk victim/survivor service provision. This includes line management responsibility for our experienced team of IDVAs.

Our IDVA Team provide independent support and advice to high risk victims of domestic abuse, with a clear focus on reducing risk and increasing safety. The IDVA Team work within a multi-agency system to provide a proactive, person-centred independent service for victims of domestic abuse, empowering choice through informed decision making.

The key tasks include:

- Having responsibility for the provision of domestic abuse support to high risk adult victims across Devon.
- Line managing the IDVAs, providing case supervision, support and direction.
- Maintaining close working relationships with MARAC (multi-agency risk assessment conference) to ensure the smooth running of MARAC.

## Main Responsibilities and Tasks

### 1. Key responsibilities:

- To provide leadership, direction and support to the IDVAs including leading in recruitment, training, scheduling and supervising staff, ensuring excellent management of the team delivering domestic abuse support to high risk service users.

- On a day to day basis oversee the performance of the IDVA Team, acting as the main point of contact for the staff.
- To line manage the team of IDVAs, providing case management supervision, line management support, allocation of cases and ensuring all staff are supported to meet their full potential.
- To continue the development of the IDVAs into a cohesive and supportive team, through the use of open communication, team meetings and coaching. This will include developing the specialist IDVA roles including Mental Health and Health IDVA's.
- Play an active role in supporting the MARAC process, including attending MARAC Management meetings.
- Ensure the IDVA Team works to Leading Lights standards.
- To promote a culture of engagement, improvement and best practice within the IDVA Team, to deliver a high quality and accessible service.
- To develop and maintain a culture and systems that promote trauma informed practice and equality within the IDVA Team, valuing diversity and offering empathy to victims of abuse and violence.
- To lead on reporting outcomes linked to the IDVA Team and the support of high risk adult victims of domestic abuse.
- Carefully monitor and evaluate the performance of the IDVA Team, with a focus on quality assurance.

## **2. Relationships and partnerships**

- Proactively build relationships with the wider statutory and voluntary partners across Devon, with a focus on supporting high risk adult victims of domestic abuse.
- Actively network across the operating area to build the charity's reputation and harness support for the organisation.

## **3. General**

- Work closely with the Devon Service Manager and other Team Managers to ensure that all victims and survivors of abuse receive a high standard of support, whilst being appropriately focused on risk and safeguarding.
- To have a clear understanding of risk: assessing individual need, to ensure that the appropriate strand of support within the Devon service is accessed.
- To provide statistical analysis as required by the Devon Service Manager.
- Undertake role relevant training to maintain specialist knowledge, keep up-to date with legislation, information and best practice relating to domestic abuse and other related work to maintain Continued Professional Development.
- Attend team meetings, monthly supervision and participate in organisational data collection system.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Work within organisational policies and procedures at all times.

- Undertake all statutory and mandatory training, as required by the organisation.
- Carry out any other duties that are within the scope, spirit, and purpose of the role, as required.

## **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's 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 and monitoring relevant FearLess policies and 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's 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)
<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>	Practical experience of working with people with complex or other needs.	E
	Experience of managing and developing teams and individuals.	D
	Experience of managing change.	D
	Experience of safeguarding children and vulnerable adults.	E
	Experience of operational performance management.	E
<b>Knowledge</b>	Have a good understanding of domestic abuse, including the impact of domestic abuse on victims and their children.	E
	Knowledge and understanding of the issues facing people who have experienced DA.	E
	Understand relevant quality standards e.g. Leading Lights.	D
	Knowledge and understanding of trauma and trauma symptoms.	D
	Understand the principles of risk assessment, safeguarding planning and risk management.	E
	Understanding safeguarding issues, and the legal responsibilities surround these issues.	E
	A good understanding of managing a team.	E
	Understand and be committed to equal opportunities and diversity issues in policy and practice.	E
	Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children.	D
<b>Skills and abilities</b>	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 when working with people who may be experiencing personal crisis.	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 IDVAs.	E
	Excellent verbal and written communication skills, including report writing and presentation.	E
	Ability to maintain effective administrative and monitoring systems.	E
	Ability to work under pressure and also to be aware of own needs and take responsibility for self-care.	E
<b>Attitude and presentation</b>	Reliable and trustworthy.	E
	Efficient and punctual.	E
	Non-judgemental.	E
	Willingness to critically assess own performance and reflect on own practice.	E
	Understanding of and commitment to equal opportunities.	E