

JOB DESCRIPTION

Job Title:	Assessment and Early Intervention Advisor
Responsible to:	Assessment and Early Intervention Team Manager
Responsible for:	No staff

Hours:	20 hours per week
Holiday Entitlement:	28 days plus bank holidays
Salary:	£23,088 - £25,722 per annum pro rata
Pension:	Group personal pension plan, with employer contribution of up to 4%

General Description:	<p>This role is part of the FearFree Service which provides individual and family support to domestic abuse victims, perpetrators, and their children.</p> <p>The Assessment and Early Interventions Team act as the gateway for all referrals to the Devon Service, and additionally provides a helpline service. Working within an experienced and established team, the Assessment and Early Interventions Advisor will:</p> <ul style="list-style-type: none"> - Triage referrals. - Answer the helpline. - Conduct risk assessments and offer immediate safety planning advice. - Respond to safeguarding concerns. - Signpost victims and professionals to other support agencies where appropriate. - Offer specialist domestic abuse advice and support to professionals. - Deliver educational and bespoke support sessions to medium risk victims of domestic abuse. <p>In addition, the role requires the building of effective relationships both internally within the Devon Team and externally, supporting a multi-agency approach</p>
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Main Duties and Responsibilities:

Working within the agreed policies, principles, and codes of practice of FearFree, the post holder will:

Working with vulnerable people and risk management:

- Provide a victim focused service, with an understanding of the impact of trauma on vulnerable people.
- Demonstrate specialist knowledge and understanding of domestic abuse and how this may impact on the wider family unit.
- Provide advice, guidance and support to people who are victims of domestic abuse.
- Assess, manage, and review risks to service users, colleagues, and self, including the use of the DASH risk assessment tool and SOAG.
- Make safeguarding referrals where appropriate: including Children's Social Care, Adult Social Care, Mental Health crisis teams and MARAC.
- Work directly with individuals or groups as agreed with the Team Manager.
- Safeguard the health and welfare of service users and their families.
- Respond to emergencies and crisis situations including supporting a service user to access a place of safety if appropriate.
- Work with service users sensitively to share information, particularly MARAC outcomes.
- Provide support on the helpline to victims of domestic abuse and other agencies.
- Assist, encourage and empower service users to make their own decisions and choices as appropriate.

Team working

- Offer professional advice and support to multi-agency partners.
- Feedback to the Team Manager, Devon Service Manager, Head of Service and/or other Support Workers any information related to the service users support needs or risk issues, and progress on support tasks.
- Work effectively in partnership with multiple statutory and voluntary agencies to enhance service delivery, safety, and safeguarding.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holiday and sickness.
- Work closely with other agencies, to network with, make referrals to and maintain good relationships with, and be able to disseminate information appropriately.

Administrative duties

- Help provide a responsive support service with a high quality of customer care.
- Answer the telephone and take messages and referrals, act on messages and referrals, and provide a triage service for all referrals.
- Assist in the referral process and follow-up, contacting other agencies and helping to arrange appointments.
- Assist in the assessment and allocation of service users.
- Update written and computerised records with accurate clear information to deadline, including maintaining details of any special needs required by service users.
- Assist with monitoring and evaluation policies and procedures and producing reports.

Additional tasks and responsibilities:

- Ensure personal safety for self, other staff, and service users at all times.
- Participate in personal training and supervision opportunities and attend team meetings.
- Carry out other tasks appropriate to the post, which may be identified as the service develops and as agreed with the Team Manager and Devon Service Manager.
 - Adhere to confidentiality policy and procedures, ensuring data is kept secure.
 - Work within FearFree policies and procedures.

Health & Safety

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

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.

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 FearLess' Equality, Diversity, and Inclusion policy.

	Assessment and Early Interventions Advisor	Essential	Desirable
	Knowledge/ability		
1	A good standard of General Education	E	
2	Ability to use email, Microsoft Office and other relevant IT systems.	E	
3	Good standard of numeracy and literacy	E	
4	Knowledge and understanding of Domestic Abuse and/or sexual violence and its impact		D
5	Good knowledge of Safeguarding procedures	E	
6	Knowledge of the local area & available services		D
7	Knowledge of legal rights for victims of domestic abuse		D
	Experience		
8	Experience of working directly with customers / service users in a challenging or potentially challenging environment	E	
9	Experience of IT administration	E	
10	Experience of risk assessing clients		D
11	Experience of working with victims of domestic abuse or sexual violence		D
12	Experience of safety planning with clients		D
13	Experience of working in a support or advocacy role		D
	Skills		
14	Excellent written and verbal skills with an attention to detail	E	
15	Good interpersonal & communication skills	E	
16	A willing and flexible approach.	E	
17	Able to work as part of a team or alone.	E	
18	An understanding of confidentiality principles		D
19	Be willing to undertake further training.	E	
20	Experience of lone working		D
21	Awareness of health and safety issues.		D
	Personal characteristics		
22	Ability to prioritise, multi-task and perform under pressure	E	
23	Demonstrates an interest in equality and diversity	E	
24	Demonstrates an ability to work as part of a team	E	

25	Demonstrates a true commitment to safeguarding and supporting vulnerable people.	E	
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The application form asks you to set out how you meet the qualities/skills outlined in the Person Specification AND IS THE MOST IMPORTANT PART OF YOUR APPLICATION. This is your chance to explain why you are suitable for the job. You should try to show how you meet the criteria set out in this person specification. Applicants who are able to provide examples of how they meet the criteria are more likely to be offered an interview. Consider all the relevant experience you have gained and make sure that you tell us about it.