



## Job Description

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**Job Title:** Independent Domestic Violent Advocate (IDVA) (Duty & Triage)

**Reporting to:** Deputy Service Manager

**Service:** Tower Hamlets SASS

**Location:** Tower Hamlets

**Salary Band:** 2.1 – 2.2

**Hours:** 22.5 hours per week

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This job description may change to reflect changing requirements of the role

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### The Role

The Duty and Triage IDVA acts as a first point of contact for incoming referrals to the Tower Hamlets advocacy and support service (SASS). As the Duty and Triage IDVA you will triage referrals into the SASS team, responding to professionals and members of the public. In addition, you will risk, and needs assess and safety plan with survivors of domestic abuse. This role is hybrid and includes office working.

### Accountabilities

- Act as part of an advocacy team providing a culturally sensitive and supportive service for women and men experiencing domestic and sexual violence.
- Process all new incoming referrals in accordance with the duty procedure.
- Risk assess and safety plan with new self-referrals to the service.
- Assess risk and allocate cases to IDVAs.
- Manage the duty phonenumber.
- Act as a first point of contact for incoming calls to the service, offering advice and guidance to survivors and professionals; providing triage support.
- Contribute to the performance of the SASS team, including in team meetings and case reviews
- To attend and contribute to reflective practice, and effective communication across the team.
- Ensure continuous improvement in service delivery.
- Keep and maintain accurate and confidential records of all work undertaken with clients.
  
- Provide short term work, advice and guidance to survivors not working with the service.

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- Provide hybrid support, including face to face, accompanying to appointments, court and meetings when required.
- To attend and contribute to case review meetings and effective communication across the team.
- Contribute to the collection of service outcomes and to use clear and coherent targets and monitoring systems to provide evidence that outcomes are met.
- Conduct RESPECT toolkits.
- Ensure effective implementation of Solace's Equality and Diversity policies and awareness and integration of an equalities and human rights agenda in all your work
- Contribute to service user feedback and voice in service delivery and service development.

### Values, Behaviours and Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team

### Knowledge, Experience and Skills

- Essential - Demonstrable experience of working with women affected by domestic and sexual abuse
- Essential - A sound understanding of the practical, emotional, social and economic issues facing women and children affected by domestic abuse
- Essential - Sound knowledge of safeguarding for adults and children
- Experience of risk assessment and management and safety planning
- Experience of working within a multi-agency framework
- Knowledge of, and the ability to, confidently advise on the range of options available to survivors of domestic abuse including safe housing, criminal justice and civil remedies
- Ability to build relationships with a wide range of professionals
- Ability to multi-task and display effective time management skills.
- Competence in the use of information technology to record, communicate and research.
- Excellent written and verbal communication skills
- Strong crisis management skills and the ability to deal with challenging situations.

### Qualifications



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- CAADA /Safe Lives/Women's Aid IDVA or DAPA qualification, or the willingness to complete this, would be desirable.
- Please note the ability to speak Bengali/Sylheti is desirable for this role.