



Job Title:	Non-Crimes Domestic Abuse Worker
Service/Division:	VAWG Services
Reporting to:	Service Manager
Direct reports:	None
Salary:	£25,000 - £32,000
Hours:	35 hours (some working from home up to 2 days)
Location:	Wembley Police Station/Brent Civic Centre with occasional travel to Hammersmith office
Contract Type:	Permanent

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

*Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.*

### **Job Summary**

The Non-Crimes Assessment Worker will work within a dynamic, fast paced, crisis intervention, advocacy and support service to ensure the voice of survivors informs every stage of the process. They will work within the team to make proactive contact attempts with a high volume of new referrals. Their main focus will be contacting the police cases that may otherwise not get referred into the service. Once this contact is established complete initial needs and risk assessments. They shall provide initial advice and crisis safety planning before the case is allocated to an IDVA/caseworker or referred to the appropriate partner agency for ongoing support.

### **Key Responsibilities and Duties**

Ensure effective access for survivors and encourage their engagement with the service, through proactive contact and assessment for a high volume of referrals; focussing mainly on police non crime domestic referrals.

Work within the team to conduct comprehensive assessments of needs and risk for survivors experiencing domestic abuse, carry out short risk management, safety planning and support; and identify and refer to services appropriate to their needs.

Initiate and start support plans that include delivery of high-quality face to face or telephone crisis intervention, information, advocacy and support, in respect to criminal and civil remedies, housing, health, welfare rights, children's legislation and other appropriate interventions.

Safeguard cases by referring to adult and children's Social Care and MARAC where appropriate

Proactively advocate to ensure barriers to accessing support and protection from other agencies are minimised

Work with the Service Manager, Team Leader and Monitoring and Evaluation Officer to ensure all monitoring and evaluation for the project is accurate and fully maintained, and keep managers informed of any issues and successes.



Ensure that agreed case recording and monitoring systems are kept up to date and secure, and write internal and external reports where required, including for safeguarding conferences, team meetings, managers and others.

Participate in multi-agency working and focus groups when requested to do so, and follow through on agreed appropriate actions that arise from these.

Use appropriate institutional advocacy to maximise positive outcomes and use the appropriate reporting mechanisms to highlight persistent or recurring issues that arise.

Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.

Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

## General Information

**Performance and Quality:** Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

**Policies and procedure:** Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

**Equality and diversity:** Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

**Confidentiality:** The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

*This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post*

## PERSON SPECIFICATION:

E= Essential and D = Desirable

<b>KNOWLEDGE AND QUALIFICATIONS</b>
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A relevant qualification, for example in domestic violence, criminal justice, law, social work or related area.	D
A thorough understanding of the dynamics of domestic violence (physical, emotional and sexual violence, so-called 'honour-based violence', forced marriage, stalking and harassment) and its impact on women, children, families and communities.	E
An excellent understanding of the criminal justice system and relevant legislation with particular regard to legal and civil options, housing, benefits, matrimonial and children	D
Thorough knowledge of safeguarding practice, procedures and legislation.	E
<b>EXPERIENCE</b>	
At least one year's experience of supporting women who have experienced domestic violence, forced marriage or 'honour-based violence'.	E
Experience of risk and needs assessment, safety and support planning, particularly with clients with complex/multiple needs.	D
Experience of partnership working and of maintaining excellent working relationships with a range of stakeholders.	D
Experience of crisis management and successfully managing high numbers of calls/ caseloads.	E
At least one year experience of working in a co-located setting with another agency and providing consultations/briefings to professionals to support in upskilling them around	D
<b>TECHNICAL/WORK BASED SKILLS</b>	
Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds.	E
Excellent risk assessment, support and advocacy skills and the ability to advocate successfully using evidence and professional experience.	D
Ability to network, influence, problem solve and apply solution focused approaches to increase access and safety and facilitate positive outcomes for women and children.	E
Ability to work well within a team and responsibly on your own initiative, and of maintaining professional boundaries with clients and partner agencies.	E
Flexible, proactive approach and a good ability to prioritise work.	E
Good crisis management skills and the ability to work effectively under pressure and to deadlines.	E
Good data collection, monitoring and IT skills, including word processing and using databases and spreadsheets.	D

Good report writing skills, including preparing reports for courts, case conference and information for Multi agency Risk Assessment Conferences (MARACS).	D
<b>GENERAL SKILLS AND ATTRIBUTES</b>	
Committed to Advance’s charity ethos and key values which are listen and support, Empower, Innovate, Collaborate, Quality and Accountability	E
Work co-operatively with colleagues, in statutory and non-statutory agencies;	E
Clear boundaries and a willingness to accept line management and make effective use of supervision;	E
A good understanding of the importance of confidentiality and anti-discriminatory practice; safe practice and health and safety procedures.	E
A good understanding of cultural issues and equal opportunities;	E
A firm commitment to women, children’s and young people’s rights and to work within Advance’s framework and its core values;	E
Willingness to carry out the policies and procedures of Advance, and to work to agreed guidelines and codes of conduct.	E

Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.