



Job Title: Senior IDVA  
Service/Division: Violence Against Women and Girls  
Reporting to: Service Manager  
Hours: 35 hours per week (some working from home up to 2 days)  
Location: Brent

*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 Senior IDVA 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. The role will combine overseeing the provision of the Duty IDVA service, along with managing a reduced caseload.

You will ensure that the Duty service runs effectively, maintaining referral pathways, ensuring that documents and procedures are in place and embedded into working practice supporting those covering duty as required. You will line manage the Duty Workers and will manage the allocation of cases from duty, liaising with Managers. You will assist the Manager with data collection, data analysis and problem solving.

You will also contribute to duty work, conducting calls and initial assessments and responding to crises, working within the team to make proactive contact and provide high quality advocacy and support based upon a client led needs and risk assessment to women referred to our service. The post holder will work across three boroughs under the guidance of the Team Manager.

The post holder will have an excellent understanding of domestic violence and its effects on women and children and of best practice within the domestic abuse sector and in working with women with children. The post holder will be proficient in data collection and case work recording. As an experienced domestic violence advocate who has worked with complex and multiple needs, the post holder will be skilled in risk management and safety planning, remaining calm in a crisis and in handling sensitive information on a daily basis. Experience of direct work with female survivors of domestic violence and of working within safeguarding procedures is essential for this post, as is the need to adopt and promote a strong partnership approach to service provision.

## **Key Responsibilities and Duties**



Provide day-to-day guidance and advice about practice matters to frontline staff on duty to ensure staff are aware of their responsibilities in relation to agreed codes of practice and safe methods of work, and that clients receive a service that is appropriate to needs, risk and safety

Manage the Duty Workers, supporting high performance and meeting with them regularly to support their development in the role and their longer-term career development

Coordinate the provision of the duty rota system in collaboration with frontline staff

Work closely with Managers to allocate cases to workers appropriately within 48 hours

Ensure that case recording and monitoring systems are effective and kept up to date and secure, implementing quality assurance processes such as dip sampling to monitor.

Review and contribute to reports where required for internal and external reporting.

Working closely with the Angelou Manager, review and, where necessary, draft operational procedures and ensure best and most appropriate use of staff and volunteers to meet the needs of the service

Deputise for the Angelou Manager in their absence as required, including attending external meetings representing Advance and promoting the service

### **Client support**

Ensure effective access to the service across the Angelou Partnership's Services and through multi agency working and service flexibility.

Work with providers to introduce the service and encourage practitioners to identify domestic violence, respond appropriately and refer to the service.

Hold a caseload and work within the team to conduct comprehensive assessments of needs and risk for women experiencing domestic violence, carry out short and longer-term risk management, safety planning and support; and identify and refer to services appropriate to their needs, including attendance at specialist/dedicated courts and MARAC as required.

Develop and deliver 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.

Advise women of their rights and options for seeking help and support from other agencies, making referrals and co-ordinating the provision of multi-agency support where necessary, and proactively advocate ensuring barriers to accessing support and protection are minimised.

Proactively assess the needs and safety of any children that women using the service may have, ensure that any risks/needs identified are addressed directly with the woman, and take appropriate action to safeguard them.

Proactively assess the needs and safety of women at risk giving due regard to Adult at Risk policies and procedures.



Participate in multi-agency forums in respect of children and adults at risk as required, providing reports and undertaking actions as necessary.

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

Work effectively as a member of the Advance Team and in close collaboration with Angelou partner agencies and Minerva keyworkers.

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

#### **General duties:**

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>	
A relevant qualification or training, for example in domestic violence/abuse, criminal justice, law, social work or related area or equivalent experience.	E
A thorough understanding of violence against women and girls with a particular focus on 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.	E
Thorough knowledge of safeguarding practice, procedures, and legislation.	E
<b>EXPERIENCE</b>	
Experience of supervision/coaching of staff or volunteers, of managing performance and achieving targets through review of individual and team practice	E
Experience of supporting women who have experienced domestic violence, forced marriage or 'honour-based violence' in an IDVA role or equivalent	E
Experience of risk and needs assessment, safety and support planning, particularly with clients with complex/multiple needs.	E
Experience of partnership working and of maintaining excellent working relationships with a range of stakeholders.	E
<b>TECHNICAL/WORK BASED SKILLS</b>	
Ability to understand the wider aims of a service, implement procedures and support colleagues to support women effectively within this context.	E
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.	E
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
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.	E
Good report writing skills, including preparing reports for courts, case conference and information for Multi agency Risk Assessment Conferences (MARACS).	E
<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
Ability to work well within a team and responsibly on your own initiative, and to maintain professional boundaries with clients and partner agencies.	E
Demonstrable multicultural skills and variable approaches to equity, diversity and inclusion	E
Flexible, proactive approach.	E
Work co-operatively with colleagues, in statutory and non-statutory agencies;	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.