

## Job Description

### Job Title: Senior Specialist Mental Health IDVA/Practitioner

**Salary** £28,561 - £30761 pa depending on experience and qualifications

**Report to:** Assistant Director Of Operations

**Responsible for:** Leading the specialist team

### Main Purpose:

Working as a senior specialist practitioner you will be leading the Hope intensive support team which is a peripatetic team, who will be providing support, multiagency advocacy, case management support, guidance for support workers and clients in our refuges who are multiply disadvantaged and require intensive, well planned and implemented support to recover from the abuse they have experienced and to remain safe from further domestic abuse and to address the additional disadvantages they experience which put their wellbeing and that of their children at further risk. The role includes completing and overseeing the case management for refuge clients and families who are within the top 20% in terms of vulnerability. This could stem from a multiplicity of intersecting circumstances or being severely vulnerable in one specific area or a mixture of both, bringing expertise in supporting people with mental ill health and you will be a source of ad hoc professional advice for refuge practitioners delivering support to those with mental ill health within the remaining refuge caseload.

### Key Responsibilities:

#### Corporate

1. To maintain and demonstrate a commitment to the Organisation's vision and values and strategic aims and objectives.
2. To maintain high standards of professionalism and keep abreast of current legislation, standards, best practice and maintain a focus of continuous improvement.
3. To maintain knowledge of the Organisation's operating environment.

#### Main Tasks

1. Ensure a complete and thorough family or individual needs assessment is in place for all clients.
  - all relevant information from third party agencies that the client has consented for Safer Places to work and share information with are contacted
  - That the information they provide is considered within any assessment
  - That strong multidisciplinary working arrangements established with colleagues from those agencies.
2. Act as the Case-manager for the cohort of clients on the caseload and lead the support planning process working with the team supporting the client/ family which will include.
  - Local refuge case holder who is responsible for the delivery of standard refuge support such as practical, emotional and safety and legal support around the domestic abuse they have experienced.
  - Local Children and Young Peoples worker
  - Other members of the specialist team

- Others able to contribute to the delivery of the support plan for the adult and any children. leveraging internal resources such as programs, legal advice, therapies and other activities and resources that can be delivered by third parties such as for example substance misuse support.
3. Ensure, the participation of all third-party agencies that should be involved in the case to safeguard a strong multidisciplinary working arrangement to support the family/individual.
  4. Ensure that relationships are built with the adult and any children and work with the adult directly on a one-to-one basis by phone, in person or online
  5. Apply a trauma informed approach to establishing and maintaining effective relationships with each client through an understanding of the prevalence and impact of trauma and the complex paths to healing and recovery.
  6. Support the team and clients to assess their needs and aspirations, using a client centred, strengths-based approach in line with Safer Places values.
  7. Ensure that in advance of weekly review meetings all practitioners and agencies that are working with the client have been invited to the meeting or to update the meeting.
  8. Task and coordinate the work of the team for the following week and communicate to all involved including the senior practitioner or manager of the local case holder regarding the results of the review and actions for the next week.
  9. Ensure clients are supported to make choices and access the services identified. This may involve advocating on behalf of your clients for their rights and needs to be met.
  10. Ensure support is provided to clients and their children living in the accommodation in line with a structured plan that is driven by the risks posed to the client and the needs and preferences of the individual client, which is regularly reviewed with the client and line manager to ensure it reflects their current situation and priorities across the caseload, using mandated best practice tools.
  11. Report on every case every week through a standard report to the Assistant Director and Director of operations identifying current issues and risks, progress made, next steps and the need for further support to enable the family to make progress against the goals the client has agreed within the plan such as escalation for more senior level advocacy with agencies, additional advocacy with agencies or commissioner involvement through the Director of operations to unlock barriers to progress e.g. .to ensure that a child is provided with a school place without delay, ensuring that a client does receive the mental health assessment required, or the debt management support required, in a timely manner and to ensure that all safeguarding responsibilities are being responded to by the relevant agencies without delay.
  12. Ensure that the standard operating procedure for refuge services is followed at all times and that meticulous case-notes are maintained
  13. Forge effective professional and close working relationships with colleagues within Safer Places and in third party agencies conducting yourself always in a professional manner.
  14. Ensure accurate records are set up and maintained for all contacts and activities following appropriate legislation and policy.
  15. Respond to crises, safeguarding issues, and complaints effectively.
  16. Attend regular casework supervision session with your manager and team to discuss and reflect on client-related work.
  17. Work closely with the Designated Safeguarding lead to ensure all measures are delivered in respect of clients and their children and that at all times you adhere strictly to Safer Places policies and procedures in respect of Safeguarding vulnerable adults and children.
  18. To oversee staffing establishments to ensure they are consistent with the needs of service users and at safe and effective operational levels.
  19. Responsible for the recruitment, selection and retention process for all staff and posts within the area
  20. Responsible for annual employee appraisals, performance reviews and the professional development of staff.
  21. To work flexibly within the shift pattern allocated by your line manager

## General

1. The role holder will be expected to perform any other duties that may reasonably be asked of them.
2. To participate fully in the 24 / 7 onsite rota.
3. To act in a professional manner at all times, communicating effectively with colleagues and partners, building and sustaining effective and appropriate relationships at all times with clients, colleagues and partners and complying with Safer Places policies and procedures.
4. The role holder will be able to work within the Safeguarding arena following organisation policies and procedures, be able to Recognise; Respond to; Report and Record Safeguarding issues and understand and make quality Safeguarding Referrals.
5. Comply with data protection legislation, information sharing policy and procedures and all legislation connected to your work. Act in a manner which preserves the confidentiality of all stakeholders.
6. Respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.
7. Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.

## Person Specification

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DIMENSION		Relevance	How demonstrated	Further action	Score
EXPERIENCE	Extensive experience of supporting women who have experienced domestic abuse	Desirable	Application form	Shortlist - score	
	Managing complex casework including risk and needs assessment, safety and support planning, particularly with clients with multiple needs / disadvantages	Essential	Application form	Shortlist - score	
	Working within a multi-agency and legislative framework	Essential	Application form	Shortlist - score	
	Working with clients who have Mental Health	Essential	Application form	Shortlist - score	
	Experience of supervising staff on a day to day basis.	Essential	Application form	Shortlist - score	
KNOWLEDGE	Have a good understanding of domestic abuse including the impact of domestic abuse on victims and their children	Essential	Application form	Shortlist - score	
	Be able to form good working relationships with clients whilst working within professional boundaries	Essential	Application form	Shortlist - score	
	Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children	Desirable	Application form	Shortlist - score	
	Understand Safeguarding and child protection issues, and the legal responsibilities surrounding these issues	Essential	Written Assessment	Interview question/Assessment Centre	
	Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children	Essential	Written Assessment	Interview question/Assessment Centre	
	Understand the remits and resources of relevant statutory bodies and voluntary agencies	Essential		Interview question/Assessment Centre	
	Understand and be committed to equal opportunities and diversity issues in policy and practice	Essential		Interview question/Assessment Centre	
	Have a good working knowledge of the local area	Desirable		Interview question/Ass	

				essment Centre	
	Understand the requirement to maintain a safe and clean living environment for clients and their children	Essential		Interview question/Assessment Centre	
	Understand the needs of vulnerable people	Essential		Interview question/Assessment Centre	
<b>SKILLS</b>	Have computer literacy skills and have some experience of working with databases	Essential	Application form	Shortlist - score	
	Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals	Essential		Interview question	
	Have strong crisis management skills and the ability to deal with stressful and difficult situations	Essential		Interview question	
	Have good record keeping skills	Desirable		Interview question	
<b>QUALIFICATIONS</b>	Hold a clinical qualification or demonstrate equivalent experience in the mental health field.	Essential	Certificates	Shortlist - score	
	Hold a Safe Lives IDVA training certificate, or a relevant degree, or demonstrable equivalent experience, or a vocational qualification	Desirable		Shortlist - score	
	Safeguarding Adults Level 2 and / or Safeguarding Children Level 2 or demonstrable equivalent experience and the ability and commitment to achieve qualification within 6 months of appointment	Essential	Certificates	Shortlist - score	
<b>PERSONAL CHARACTERISTICS</b>	Be compassionate and empathetic with your client's situation	Essential		Interview question	
	Show initiative and be proactive when managing your caseload and interacting with your clients and agencies you're working with	Essential		Interview question	
	Act with integrity and respect when working with all clients, agencies and individuals.	Essential		Interview question	
	Work flexibly as part of a team	Essential		Interview question	
	Be optimistic about the possibility of personal growth and change	Essential		Interview question	

	Motivate individuals and agencies to move through courses of action and decision making processes	Essential		Interview question	
OTHER REQUIREMENTS	Ability to work outside the normal office hours to cover 'on-call' on a rota basis	Essential		Interview question	
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	Subject to an enhanced DBS check	Essential	Application form	Shortlist score	
	Car driver and access to vehicle	Essential	Application form	No evidence - regret	