

Job Description

Job Title: Specialist Mental Health IDVA/Practitioner

Salary £26,339.93 to £28,268 pa depending on experience and qualifications

Report to: Assistant Director Of Operations

Responsible for: N/A

Main Purpose:

Working as a specialist practitioner within our Hope intensive support team which is a peripatetic team you will be providing support, multiagency advocacy, case management support and 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, 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 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. Carry out a complete and thorough family or individual needs assessment.
2. With consent of the client, 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.
3. Build a relationship with the adult and any children and work with the adult directly on a one-to-one basis by phone, in person or online
4. 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.
5. Support clients to assess their needs and aspirations, using a client centred, strengths-based approach in line with Safer Places values.
6. Manage and co-ordinate support plans, maintaining the clients' wishes and priorities at all times.
7. Support clients to understand the range of options available to them for their mental health recovery.

8. Provide and ensure interventions enhance a client's strengths and increase their involvement in valuable activities in the community and within Safe Accommodation
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. Provide emotional support, as well as practical support, and signposting to other resources. This may involve attending other services and appointments with them.
11. 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.
12. Forge effective professional and close working relationships with colleagues within Safer Places and in third party agencies conducting yourself always in a professional manner.
13. Ensure accurate records are set up and maintained for all contacts and activities following appropriate legislation and policy.
14. Respond to crises, safeguarding issues, and complaints effectively.
15. Oversee a case load of specific clients as directed by your manager, and act as a contact for client-related professionals whilst upholding GDPR personal data policies and procedures.
16. Attend regular casework supervision session with your manager and team to discuss and reflect on client-related work.
17. Take part in effective tasking and coordinating to manage risk, needs and choices of existing clients and referrals to best effect.
18. Ensure clients have in place, and have continuously reviewed with them, robust risk management plans to support them living safely and ensure that they always have 24 hour access to support in the event that a crisis arises and they need to be made safe using additional support.
19. All Safeguarding 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.
20. Work closely with external partner agencies, advocating on behalf of individual clients and the client group to ensure that those with specialist needs e.g. Mental Health, Substance Misuse, Legal etc. are able to receive a timely and appropriate service
21. Support clients to improve their resilience and prospects by encouraging engagement with the various programmes and opportunities offered within the service such as specialist programmes for people who have experienced domestic abuse (Triple R), improving numeracy and literacy, ESOL, Employability and other programmes provided in house or by other community partners.
22. 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	
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/Assessment 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	
SKILLS	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	
QUALIFICATIONS	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	
PERSONAL CHARACTERISTICS	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 a vehicle	Essential	Application form	No evidence - regret	