

Job Description



Job Title:	Independent Domestic Violence Adviser (IDVA)	Department:	Wiltshire Services
Reports to:	IDVA Team Manager	Salary:	£23,088 to £26,817
Accountable to:	Team Manager	Hours:	37 hours per week
Responsible for:	N/A	Location:	Wiltshire – some travel required across the county

Main purpose of the Job

Based within the Wiltshire Domestic Abuse Service, the IDVA team works within a multi-agency system to provide a proactive, person-centered independent service for victims of domestic abuse, empowering choice through informed decision making.

This is a temporary 3 month position, however this post is likely to be extended.

Key elements of the role include:

- Providing priority support to service users.
- Risk assessing and helping to keep service users safe through safety planning.
- Enabling victims to access statutory and other services.
- Engaging with and supporting the MARAC process, to ensure that the voice of victims is heard.
- Managing a caseload of high-risk victims and working proactively to support them and their families.

Main Responsibilities and Tasks

Key Responsibilities

- Provide a high-quality service to those at the highest risk.
- To provide practical and emotional support to service users, working jointly with them to carry out, implement and review needs assessments and support plans.
- To understand and work effectively within a multi-agency framework, consisting of the MARAC and local partnership responses to domestic abuse, in order to reduce the risk for service users and their families.

- Identify and assess the risks and needs of service users using an evidence-based risk identification checklist.
- Work with high-risk service users to help them access services, to keep them and their children safe.
- Advocate for high-risk service users with agencies who can help to address the domestic abuse.
- Understanding the role of all relevant statutory and non-statutory services available to service users and how your role fits into them.
- Providing information to service users in relation to legal options, housing, health and finance.
- Working directly with all key agency partners to address the safety of high risk service users and ensuring that their safety plans are coordinated particularly through the MARAC.
- Manage a case load ensuring each person receives the appropriate support, tailored to their needs.
- Support the empowerment of the service user - assisting people to recognise the features and dynamics of domestic abuse present in their situation, and help them regain control of their lives.
- Support service users to maintain existing accommodation and to advocate on their behalf, in order to access accommodation and additional support.
- Develop and maintain working relationships with specialist agencies, both statutory and voluntary, to support those with multiple support needs.
- To recognise, respect and address the needs of service users who face barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBTQ+ communities, disabled people, those with complex needs and other groups which services have found difficult to reach.
- Provide practical and emotional support in relation to criminal and civil remedies, housing, health, education, employment, welfare benefits, counselling, legal aid and children's support.
- Accompany service users, when needed, to other relevant agencies and support them in their interactions with these agencies.
- To work alongside colleagues to deliver a whole family approach.
- Be proactive with your line manager to carry out periodic case reviews.
- Respect and value the diversity of the community in which the services work in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.
- Help maintain accurate and confidential case management records and contribute to monitoring information for the service.

General Responsibilities

- Remain up to date and concordant with organisational procedures, policies and professional code of conduct, upholding standards of best practice.
- Attend and contribute to team meetings.

- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness where required.
- Undertake agreed training and keep updated on changes in legislation, policy, and best practice.
- To support additional duties at your team managers discretion.

Other

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and our service users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree's Equality, Diversity and Inclusion policy.

Health and Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits, etc.

Policies and Procedures

Responsibility for formulating, updating and monitoring relevant FearFree policies and procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates.

All employees need to be aware of all FearFree's policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding leads immediately. This role will require an enhanced DBS check.

Person specification

Requirements		Essential (E) / Desirable (D)
Education and qualifications	Good standard of general education	E
	Higher level education or similar/ relevant professional qualifications	D
	Relevant training	D
Experience	Experience of conducting needs and risk assessments	E
	Experience of managing risk	E
	Experience of providing needs-led support to clients with a variety of support needs	E
	Experience of building and maintaining partnerships with other agencies	E
	Experience in working with vulnerable people	E
	Experience of working within a multi-disciplinary service or multi-agency network.	D
	Experience of working with victims of domestic abuse	D
Knowledge	Knowledge and understanding of the issues facing people who have experienced domestic abuse and its impact	D
	Knowledge of child protection and safeguarding	E
	Knowledge of domestic abuse legislation, including civil and criminal law remedies available to survivors	D
	An understanding of the needs of people from diverse backgrounds affected by domestic abuse	D
	Knowledge of relevant statutory services and legislation	D
	An understanding of confidentiality principles	E
	Knowledge and understanding of trauma and its impact	D
Skills and abilities	Ability to work under pressure	E
	Ability to plan own workload, manage time effectively and deal with changing and competing demands	E
	Ability to think creatively and show initiative	E
	Ability to communicate with distressed people empathically	E

	Ability to establish and maintain appropriate boundaries	E
	Ability to establish and maintain professional working relationships with both clients and other professionals	E
	Ability to communicate effectively with a range of professionals	E
	Ability to instill confidence in other professions	E
	Strong verbal and written communication skills	E
	Ability to maintain effective administrative and monitoring systems	E
	Ability to work in a self-directed manor where required	E
	Ability to support people with a non-directive approach	E
	Ability to use email, Microsoft Office and other relevant IT systems.	E
	Reliable and trustworthy	E
Attitude and presentation	Efficient and punctual	E
	Non-judgmental	E
	Willingness to critically assess own performance and reflect on own practice	E
	Understanding of and commitment to equal opportunities	E
	Willingness to undertake further training as required	E
	A commitment to making a positive difference	E
	A willingness to travel across Wiltshire as and when required	E
	Flexible in approach	E