

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Senior Independent Domestic Abuse Advocate |
| HBC Grade: | **HBC?** |
| Service: | **Domestic Abuse Service** |
| Division: | **Community Safety & Protection** |

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| **Main Purpose of the Role** |
| To line manage a team of Independent Domestic Abuse Advocates to ensure responsive, high quality and effective IDVA service delivery in supporting victims of domestic abuse.Case management support for victims of domestic abuse; working with clients at highest risk as part of a high-quality frontline service that operates within a multi-agency framework. Supporting individuals, navigating multi-agency responses to meet wide ranging needs, liaise with appropriate agencies participating in the Multi Agency Risk Assessment Conference (MARAC). |

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| **Key Duties**  |
| **1** | Provide line management support to the IDVA team ensuring the service runs effectively in allocating case-loads, ensuring compliant practice, referrals and case management systems are maintained and improved as required. |
| **2** | Provide leadership and supervisory support in crisis situations, supporting the staff team providing guidance and adhering to risk management, safeguarding information sharing good practice. |
| **3** | Work with the Domestic Abuse Manager to effectively plan and improve the service and support management information, data and intelligence systems to support problem solving and drive improvement. |
| **4** | Fulfil the role of an Independent Domestic Violence Advocate working with Halton clients at high and medium risk of serious harm assisting victim’s to access services ensuring the client and any dependents safety is pivotal to responses and multi-agency approaches. |
| **5** | Focus on and prioritise high risk cases providing pro-active, short to medium term crisis intervention utilising an evidence based risk identification checklist to provide individual safety planning and personal support.  |
| **6** | Advocate for high risk victims with agencies who can provide support utilising a thorough understanding of the roles of relevant statutory and non-statutory, signposting, completing referrals and interacting with the agencies. |
| **7** | Provide advocacy, emotional and practical support and information to victims on such matters as legal options, housing, health and finance and supporting victims through Court processes as required. |
| **8** | Working directly with all key agency partners to address the safety of high risk victims ensuring that their safety plans are coordinated through attending MARAC, Courts and any multi-agency meetings as required. |
| **9** | Manage a safe caseload ensuring that each client receives the appropriate service responding to their needs. |
| **10** | Support and enable the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse in their present situation to help them regain control of their lives. |
| **11** | Maintain a professional approach and independent role on behalf of your client, keeping their safety, and dependent safety as central to any response.  |
| **12** | Effective use of client management systems; ensuring systems are populated, and updated as required to ensure real time information management that supports efficient service delivery. |
| **13** | To develop the workforce understanding of Domestic Abuse by providing specialist training to improve the Council’s corporate response to domestic abuse |
| **14** | Participate regularly with team members and line management on case reviews to reflect, collaboratively learn, agree progress, and identify further signposting or referrals, close cases as appropriate, feedback to clients and agencies. |
| **15** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **EDUCATION / QUALIFICATIONS** | **Essential**  | **Desirable**  | **How Identified**  |
| Safelives Independent Domestic Violence Advocate (IDVA) qualification orTackling and Preventing Domestic Abuse Certificate orDiploma in Domestic AbuseLevel 2 Qualifications |  | All essential qualification certificates must be presented at interview. |

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| **Essential Criteria**  | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | Extensive experience of working with people experiencing domestic abuse, either in a paid or voluntary capacity for a minimum of two years. | Application / Interview /Assessment |
| Experience of working within the Multi Agency Risk Assessment Conference (MARAC) framework and supporting clients through Court arrangements.  | Application / Interview /Assessment |
| Experience of supervising, managing or leadership of staff or volunteers. | Application / Interview /Assessment |
| Experience of service management, developing new services for victims and survivors of domestic abuse. | Application / Interview /Assessment |
| **KNOWLEDGE**  | A good understanding of domestic abuse including the impact of domestic abuse on victims and their children. | Application / Interview /Assessment |
| A high level understanding of the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children. | Application / Interview /Assessment |
| A working knowledge of harmful practices (forced marriage, dowry conflict, honour abuse disownment, and abuse based on faith and belief). | Application / Interview /Assessment |
| Theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children. | Application / Interview /Assessment |
|  **SKILLS & ABILITIES**  | The ability to remain compassionate and empathetic towards your client’s situation at all times. Act with professionalism, integrity and respect when working with all clients, agencies and individuals.  | Application / Interview /Assessment |
| Excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.  | Application / Interview /Assessment |
| Strong crisis management skills and the ability to deal with stressful and difficult situations. | Application / Interview /Assessment |
| A non-judgemental and non-directive approach understanding the individual needs of survivors whilst empowering survivors to develop their own support network. | Application / Interview /Assessment |
| Ability to work flexibly with occasional unsocial hours as required. | Application / Interview /Assessment |
| The ability to think creatively, show initiative and be proactive when managing your case load and interacting with your clients and agencies you’re working with. | Application / Interview /Assessment |
| **Desirable Criteria**  | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | An understanding and awareness of the needs of women, men and children of all ages who have experienced domestic violence. | Application / Interview /Assessment |
| Supporting colleagues and partner agencies, through awareness raising and institutional advocacy, to achieve the best possible service for all those affected by domestic abuse. | Application / Interview /Assessment |
| Organising and facilitating group working, drop in and peer support for clients. | Application / Interview /Assessment |
| **KNOWLEDGE**  | An understanding of the roles and resources of relevant statutory bodies and voluntary agencies in supporting domestic abuse victims and their dependents. | Application / Interview /Assessment |
| Understanding of child protection and the legal responsibilities surrounding these issues. | Application / Interview /Assessment |
| Awareness of the legal, housing and benefits arrangements and processes that can support families escaping domestic violence. | Application / Interview /Assessment |
|  **SKILLS & ABILITIES**  | The ability to motivate individuals and agencies to move through courses of action and decision making processes in supporting clients. | Application / Interview /Assessment |
| To maintain excellent communication links with partnership agencies to ensure clients receive holistic support to help them move on and live lives free from violence and abuse. | Application / Interview /Assessment |
| Understanding the complexities of partnership working, investing in relationship building and establishing effective multi-agency approaches. | Application / Interview /Assessment |
| To keep abreast of developments in law, policy and government initiatives in addressing domestic abuse. | Application / Interview /Assessment |
| Reliable and flexible; able to deal with changing and competing demands. | Application / Interview /Assessment |

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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| Manage highly confidential and sensitive information appropriately. | Able to deliver presentations and speak in public. | Interview / Assessment / Documentation |
| Competent spoken and written English language to support service user engagement and accurate completion of information systems |  |  |
| Use of a vehicle and a full, UK driving licence. **Please note: due to the nature of the post it is an essential requirement that applicants are able to drive.**  | An ability to occasionally travel nationally for training, development and networking  | Interview / Assessment / Documentation  |
| Enhanced DBS  |  | Interview / Assessment / Documentation  |
| Engaging positively with the clinical supervision process and collaborative learning opportunities. |  | Interview / Assessment / Documentation |
| Competent IT skills with Microsoft, Eclipse and Teams |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.