

# JOB DESCRIPTION

LAST UPDATED 6 JAN 2022



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| <b>Job Title:</b>       | Assessment and Early Intervention Advisor      |
| <b>Team:</b>            | Assessment and Early Intervention Team         |
| <b>Responsible to:</b>  | Assessment and Early Intervention Team Manager |
| <b>Responsible for:</b> | No staff                                       |
| <b>Location:</b>        | Exeter office                                  |

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| <b>Hours:</b>               | 37.5 hours per week  |
| <b>Holiday Entitlement:</b> | 5 weeks plus Bank Holidays (pro rata)                                |
| <b>Salary:</b>              | £19,088 per annum  |
| <b>Pension:</b>             | Group personal pension plan, with employer contribution of up to 4%. |

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| <b>Vetting Requirements:</b> | Enhanced DBS  |
| <b>General Description:</b>  | <p>This role is part of the Devon Domestic Abuse Support Service which provides individual and family support to domestic abuse victims, perpetrators and their children.</p> <p>The Assessment and Early Interventions Team act as the gateway for all referrals to the Devon Service, and additionally provides a helpline service. Working within an experienced and established team, the Assessment and Early Interventions Advisor will:</p> <ul style="list-style-type: none"><li>- Triage referrals.</li><li>- Conduct risk assessments and offer immediate safety planning advice.</li><li>- Respond to safeguarding concerns.</li><li>- Signpost victims and professionals to other support agencies where appropriate.</li><li>- Offer specialist domestic abuse advice and support to professionals.</li><li>- Deliver educational and bespoke support sessions to medium risk victims of domestic abuse.</li></ul> <p>In addition, the role requires the building of effective relationships both internally within the Devon Team and externally, supporting a multi-agency approach.</p> |

## **Main Duties and Responsibilities:**

Working within the agreed policies, principles and codes of practice of Splitz, the post holder will:

### **Working with vulnerable people and risk management:**

- Provide a victim focused service, with an understanding of the impact of trauma on vulnerable people.
- Demonstrate specialist knowledge and understanding of domestic abuse and how this may impact on the wider family unit.
- Provide advice, guidance and support to people who are victims of domestic abuse.
- Assess, manage and review risks to service users, colleagues and self, including the use of the DASH risk assessment tool and SOAG.
- Make safeguarding referrals where appropriate: including to Children's Social Care, Adult Social Care, Mental Health crisis teams and MARAC.
- Work directly with individuals or groups as agreed with the Team Manager.
- Safeguard the health and welfare of service users and their families.
- Respond to emergencies and crisis situations including supporting a service user to access a place of safety if appropriate.
- Work with service users sensitively to share information, particularly MARAC outcomes.
- Manage and support service users by telephone with medium support needs in line with the agreed values and aims of the service. Also occasional office based face to face appointments, where deemed appropriate.
- Provide support on the helpline to victims of domestic abuse and other agencies.
- Manage and respond to MASH protect enquiries
- Assist, encourage and empower service users to make their own decisions and choices as appropriate.

### **Team working**

- Offer professional advice and support to multi-agency partners.
- Feedback to the Team Manager, Deputy Head of Service and/or other Support Workers any information related to the service users support needs or risk issues, and progress on support tasks.
- Work effectively in partnership with multiple statutory and voluntary agencies to enhance service delivery, safety and safeguarding.

- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holiday and sickness.
- Work closely with other agencies, to network with, make referrals to and maintain good relationships with, and be able to disseminate information appropriately.
- Communicate with other staff, as well as the Team Manager and Deputy Head of Service, issues related to activities and work undertaken.

### **Administrative duties**

- Help provide a responsive support service with a high quality of customer care.
- Answer the telephone and take messages and referrals, take action on messages and referrals and provide a triage service for all referrals.
- Assist in the referral process and follow up, contacting other agencies and helping to arrange appointments.
- Assist in the assessment and allocation of service users.
- Update written and computerised records with accurate clear information to deadline, including maintaining details of any special needs required by service users.
- Assist with monitoring and evaluation policies and procedures and producing reports.

### **Additional tasks and responsibilities:**

- Ensure personal safety for self, other staff and service users at all times
- Participate in personal training and supervision opportunities and attend team meetings.
- Carry out other tasks appropriate to the post, which may be identified as the service develops and as agreed with the Team Manager and Deputy Head of Service.
  - Adhere to confidentiality policy and procedures, ensuring data is kept secure.
  - Work within Splitz's policies and procedures.

Splitz Support Service is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

