

JOB DESCRIPTION

LAST UPDATED 4 JANUARY 2022



Job Title:	Male and Complex Cases IDVA (Independent Domestic Violence Adviser)
Team:	IDVA Team
Responsible to:	IDVA Team Manager
Responsible for:	No staff
Location:	Trowbridge

Hours:	37
Holiday Entitlement:	25 days plus bank holidays
Salary:	£22,572 - £24,181
Pension:	Group personal pension plan, with employer contribution of up to 4%.

Vetting Requirements:	Enhanced DBS
Essential Requirements	Full driving licence, business insurance and use of road worthy vehicle.
General Description:	<p>Splitz Support Service's Phoenix Project has recently received new funding, which has allowed us to continue to grow and expand the services we offer. This is an exciting new post, joining our IDVA Team, which operates across Wiltshire.</p> <p>This role is part of the Phoenix Project which provides individual and family support to domestic abuse and sexual violence victims and their children. The IDVA Team work within a multi-agency system to provide a proactive, person centered independent service for victims of domestic abuse, empowering choice through informed decision making.</p> <p>Key elements of the role include:</p> <ul style="list-style-type: none"> • Providing priority support to service users, with a focus on supporting men and complex cases. • Risk assessing and helping to keep service users safe, through robust safety planning. • Enabling victims to access statutory and other services. • Engaging with and supporting the MARAC process, to ensure that the voice of the victim is heard. • Managing a caseload of high risk victims and working proactively to support them and their families.

	This role will be based in our Trowbridge office, with a requirement to travel across Wiltshire. Splitz supports staff to work flexibly, with an ability to work in a hybrid fashion, both at home and in the office.
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Main Duties and Responsibilities

- Provide a high quality frontline service to service users, delivering a service to those at highest risk.
- To 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.
- Focus on and prioritise high risk cases for men, as well as complex cases and provide a proactive, short to medium term crisis intervention service through individual safety planning and personal support.
- 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 by:
 - Understanding the role of all relevant statutory and non-statutory services available to service users and how your role fits into them.
 - Providing advocacy, personal and practical support and information to service users including 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 service user receives the appropriate service individual to their needs.
- Support the empowerment of the service user and assist them in recognising 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.
- Understand multi-agency partnership structures and work within a multi-agency setting which will include participation at the MARAC.
- Develop and maintain working relationships with specialist agencies, both statutory and voluntary, to support those with multiple support needs including drug and alcohol services; mental health services; specialist accommodation providers; advocacy specialists and services for male victims.

- To provide intensive practical and emotional support to service users, working jointly with them to carry out, implement and review needs assessments and support plans.
- To recognise, respect and address the needs of service users who face particular barriers when seeking help to access the service, including those from different ethnical and cultural backgrounds, LGBT communities, disabled people, those with complex needs and other hard to reach groups. This will involve face to face outreach work in the community.
- To recognise, respect and address the needs of service users who face particular barriers when seeking help to access the service, including those from different ethnical and cultural backgrounds, LGBT communities, disabled people, those with complex needs and other hard to reach groups.
- 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 the service users, when needed, to other relevant agencies and support them in their interactive with these agencies.
- To work alongside the wider Phoenix team to deliver a "whole family" approach to supporting service users.
- Be proactive with your line manager in carrying out periodic case reviews based on a review of risk and abuse which:
 - Feeds back into action planning to further progress, signpost or close cases and;
 - Provides feedback to your service users/agencies.
- 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.
- Act as duty officer for Phoenix, as part of a duty rota system. Duty shifts take place in the Trowbridge Office, Monday to Friday, 9-5.

General

- Work at all times in accordance with the requirements of the Lone Working Policy and Procedure.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Attend and contribute to team meetings.
- Help maintain accurate and confidential case management records and contribute to monitoring information for the service.
- Contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Undertake agreed training and keep updated on changes in legislation, policy and best practice.

Responsibilities

- Manage appropriately highly confidential information relating to vulnerable people.
- Ensure security of data, especially sensitive personal data, in line with the information security policy
- Remain up to date and compliant with all organisational procedures, policies and professional code of conduct and uphold standards of best practice.
- Be mindful of responsibilities in respect of health and safety. In particular:
 - Co-operate at all times with management in the implementation of and adherence to health and safety policy and procedures;
 - Take reasonable care for their own safety and for the safety of others who may foreseeably be affected by their actions at work;
 - Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work;
 - Report all health and safety concerns to line managers;
 - Assist with the completion of the risk assessment programme.
- Any other duties that may be reasonably required