

JOB DESCRIPTION

LAST UPDATED 4 JANUARY 2022



Job Title:	Military IDVA (Independent Domestic Violence Adviser)
Team:	Accommodation and Resettlement Team
Responsible to:	Phoenix Deputy 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 brand new Accommodation and Resettlement Team, which will operate 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 Accommodation and Resettlement Team will work within a multi-agency system to provide a proactive, person centered service for victims of domestic abuse, empowering choice through informed decision making, with a focus on safe accommodation and those moving on from refuge. The role will work closely with the Services Cotswold Centre (SCC), a tri-service facility managed by Army Welfare Service (AWS) and other military welfare support, within the Wiltshire area.</p> <p>Key elements of the role include:</p> <ul style="list-style-type: none">• Providing priority support to service users with a connection to the military.• Risk assessing and helping to keep service users safe, through robust safety planning.• Enabling victims to access statutory and other services.

	<ul style="list-style-type: none"> • Engaging with and supporting the MARAC process, to ensure that the voice of the victim is heard. • Managing a caseload of low to high risk victims and working proactively to support them and their families. <p>In addition the role requires the building of effective relationships with other agencies, in particular military welfare services, which may support victims of domestic abuse. This may include developing referral pathways and creating outward facing information resources and campaigns to raise awareness and build confidence in reporting domestic abuse.</p> <p>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.</p>
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Main Duties and Responsibilities

- Provide a high quality frontline service to service users, delivering a service to those at risk from domestic abuse, giving priority to high risk cases.
- Focus on and prioritise cases from with a military connection and provide a proactive, short to medium term crisis intervention service through individual safety planning and personal support.
- 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.
- Work with service users to help them access services to keep them and their children safe.
- Advocate for 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, in particular the military, 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.
- Understand multi-agency partnership structures and work within a multi-agency setting which will include participation at the MARAC. You will contribute interventions and help design a plan to

protect victims/survivors and any children, while maintaining an independent role on behalf of your service user, keeping their safety as central to any response.

- Identify and link up service users with local specialist networks and resources such as military welfare, health, education, activities etc.
- To provide intensive practical and emotional support, including housing support to those in temporary safe accommodation or moving on from military accommodation due to domestic abuse.
- Work jointly with the service users to carry out, implement and review needs assessment and support plans.
- 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.
- Building a rapport and developing working relationships with military welfare services and other relevant services, supporting colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for victims/survivors of domestic abuse.
- Provide professional guidance and consultancy to military welfare services around domestic abuse.
- Actively engage military welfare services to identify need and deliver training, as required.
- Work closely with perpetrator workers in relation to military cases.
- 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 codes 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