



Role Profile

Job Title:	Access IDVA (Independent Domestic Violence Adviser)
Grade:	Point 5 (Unqualified) / Point 6 (Qualified)
Salary:	£29,686.09 / £31,894.55
Hours:	35
Contract Type:	Permanent
Location:	Medway
Responsible to:	Senior Service Manager
Responsible for:	Clients / No designated reports
Committed Curiosity Connected Collaborative Compassionate	

Background

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is need-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group working and all support staff are expected to be capable of integrated working in the wider social system. Staff are expected to work flexibly as needed by service demands; this may include evenings and weekends. Staff are not routinely required to participate in the out-of-hours on-call service, as this is currently provided externally. However, staff may be asked to support this function on occasion for example when additional cover is required or in unforeseen circumstances. Enhancements will be paid where applicable.

Working with the mission of the organisation

Frontline roles are the reason for the charities existence, and the holder of this post must have excellent team and communication skills (especially in working across the internal and external systems), must have a strong understanding of the dynamics of domestic violence and abuse, and must have excellent boundaries in working within the limits of the role and be committed to

ensuring that Oasis service users have excellent support. This role requires a can-do attitude in helping service users to progress on their journeys, building new lives free from violence and abuse.

Purpose of the role

The post will be part of the MDAS (Medway Domestic Abuse Service) team, including a range of services aimed at creating a whole family approach to those experiencing domestic abuse living in the community. As a team you will provide a wraparound approach, along with specialist/statutory services. The team offer flexible support to recent victims of domestic abuse through a needs-led, risk-focused approach.

The key purpose of an IDVA is to enhance the safety of individuals and children in their homes and communities, whilst enabling service users to address their needs. The service aims to enable victims to discuss issues relating to their experiences freely and without judgement. They will be supported in whatever decisions they make and be assisted in accessing other agencies as appropriate to their individual circumstances and wishes.

Access IDVA

The Access IDVA role supports those who are assessed at all risk levels in the local community, including representing high risk clients through MARAC (Multi Agency Risk Assessment Conference).

They work within a multi-agency partnership to ensure risk-led support of clients experiencing domestic abuse. They will conduct rigorous safety planning, enable the client to move forward in their recovery and ensure a coordinated community response to the client's needs. Access IDVAs are the voice of clients during the MARAC process and must have the skills and capabilities to advocate with a range of partners and will include your attendance at the MARAC meeting.

The post holder will be aware of Intersectionality and how it affects our clients. Intersectionality's range from Equality & Diversity through to substance misuse and disabilities. This role will include proactively working with local services to support clients, identifying client's barriers to engagement and having a 'Hands-On' approach to ensure clients receive the correct support to meet their particular needs and priorities.

Access IDVAs also create support plans that will include, but is not limited to, safety planning, housing, legal and financial matters, which are tailored to meet their clients' needs. The Access IDVA will have an accessibility focus. This involves assertive engagement and intervention that creates opportunities for those who may be deemed to have multiple disadvantages to be involved with the service. They should have a good understanding of trauma-informed practice and be able to offer services that meet the needs of people with a range of additional needs.

Key responsibilities

1. To assess incoming referrals and identify the best support agreement for their needs in accordance with the Oasis case management pack including specific response times.
2. To contact service users, providing and seeking information with a professional approach.
3. To provide on-going assessment and review of a trauma-informed SMART support and safety plan. This will include a holistic view of the multiple needs of the individual.
4. To provide support and advice by telephone and in a mutually agreed safe place.
5. To provide support, information, advocacy and signposting, including relationship breakdown, substance misuse, mental health, safety planning, housing options, welfare & benefits, civil and criminal legal issues, immigration, budgeting, paying bills, addressing debt, tenancy sustainment, education, training, employment and access to other agencies.
6. To enable service users to develop the skills and resources necessary to move on and maintain independence and self-reliance.
7. To provide emotional support, using solution-focused practice and ways to wellbeing.
8. To facilitate group work: Phoenix, Recovery and Skills for Life as well as any others are based on presenting needs.
9. To identify and risk assess complex multiple needs such as substance misuse and mental health.
10. To follow Risk Assessment and Safety Planning processes, including the Domestic Abuse Risk Indicator Checklist, DASH RIC.
11. Liaise with the IDVA attending MARAC to ensure that clients are appropriately represented.
12. Manage the safeguarding of vulnerable adults and children in line with organisational policy, in discussion with a Senior/Manager and with open communication with Children and Families and Adult Services.
13. Risk assess and safety plan with service users and deliver service in keeping with the result.
14. Support the empowerment of the client and assist them in recognising the dynamics of domestic/sexual violence.
15. Develop individual safety and support plans to meet individual risks and support needs that clients face, regularly review cases ensuring that all agencies are meeting the needs of clients. Ensure effective liaison with agencies regarding case management.
16. Managing a caseload following Safe Lives Leading Lights standards.
17. Refer appropriate clients to MARAC, explaining procedures and rights within the MARAC process to the client, and keeping clients' safety central to all coordinated responses. Support colleagues and partner agencies to provide the best possible service. Follow up on all required actions in liaison with the support manager.
18. To represent the clients' safety needs and wishes, either directly or via a formal handover, at the local MARAC; complete any actions as agreed at the MARAC meeting.
19. To work within the terms of the MARAC and Court Protocols as required.
20. Provide direct support to Police, primary care services, housing departments and social services in the provision and coordination of support developing strong relationships with these and other partners to improve the outcomes for clients.
21. Participate in a rota covering Medway One Stop shops and presenting at weekly MARAC meetings as required.

22. To support clients through the criminal justice system, explaining the procedures and their roles and rights within the court process, ensuring that, whenever possible, clients have realistic expectations of the criminal justice system.
23. To liaise with the CPS, Witness Care Unit, police and other partner agencies to ensure that the clients' safety needs are considered within the judicial process.
24. To hold a caseload efficiently and effectively.
25. To ensure that regular opportunities are given for service users to feedback on the service.
26. To maintain thorough, confidential and up-to-date service user records and case management notes using a client database.
27. To engage with all impact analysis and story gathering for organisational learning.
28. To remain up-to-date and compliant with all organisational policies and procedures and professional codes of conduct in order to uphold standards of best practice.
29. Support the On Call function on occasion when additional cover is required or in unforeseen circumstances
30. To perform other reasonable tasks as identified by the organisation.
31. To engage positively with the clinical supervision process.
32. This position requires participation in the organisation's helpline rota on a scheduled basis as directed by management.
33. This position may require some level of co-location within external services relevant to the role.

Review arrangements

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we will expect to revise this role specification from time to time and will consult with the post holder at the appropriate time.

Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Person Specification	Essential	Desirable
1. Experience		
Substantial experience of providing emotional and practical support to service users, probably acquired over a period of not less than 2 years.	Y	
Experience of working in a multi-agency setting with a willingness for partnership working	Y	
Experience of engaging with service users through assertive outreach	Y	
Experience of liaising with social services, police, health agencies, housing providers and voluntary organisations	Y	
Experience of working within a residential setting/refuge/women's advice centre or similar, or another relevant agency.		Y
Experience of working with clients with complex needs including substance misuse, mental health and/or learning disabilities.		Y
2. Knowledge & Qualifications		
Advanced theoretical, practical and procedural knowledge regarding the issues surrounding the impact of domestic abuse and sexual violence victims and their families and the civil and criminal justice remedies relating to domestic and sexual violence.	Y	
SafeLives trained and/or WAFE trained		Y
Knowledge of when to refer, coupled with the ability to understand complex needs such as substance misuse and mental health issues.	Y	
Knowledge of child protection issues and legal responsibilities	Y	
Knowledge of undertaking risk assessments and designing safety plans	Y	
Knowledge and understanding of the remits of the relevant statutory and voluntary agencies	Y	
A recognised social work, counselling or related qualification		Y
Good understanding of trauma informed practice	Y	
3. Capabilities & skills		
Highly skilled in delivering group work sessions		Y
Highly skilled in assessment of the service user's needs	Y	
Skilled in motivational interviewing and approaches such as brief therapy intervention		Y
A methodical and well organised approach to workload and an ability to work within a stressful environment and be able to work on own initiative with minimal supervision	Y	
Excellent inter-personal and communication skills, able to communicate effectively both orally and in writing. Able to work effectively within a team setting	Y	
An ability to manage crisis situations calmly and with a problem-solving approach. Excellent advisory, guidance, negotiation and persuasive skills in order to influence outcomes for service users	Y	
An ability to develop a trusting and confidential relationship with abused service users and interpret assessments in order to support a safety plan	Y	

To be respectful, non-judgmental, non-directive and confidential in supporting service users. To encourage service users to take control of their lives and set realistic objectives and goals. Ability to communicate effectively with service users whilst maintaining professional boundaries.	Y	
Ability to work within a line management structure	Y	
Good administrative skills. Computer literate and able to maintain accurate records	Y	
4. Other		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	Y	
Full driving license and access to own vehicle	Y	

