



Role Profile

Job Title:	Health & Primary Care IDVA			
Grade:	5 unqualified / 6 qualified			
Salary:	£29,686.09 FTE / £31,894.55 FTE			
Hours:	35			
Contract Type:	2 years Fixed Term Contract			
Health Setting Location:	East Kent			
Responsible to:	Service Manager			
Responsible for:	Clients / Data / Multi Agency Relationships			
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. We offer a range of services across Kent & Medway to women, children and men. We take a whole family approach to the issue of domestic abuse and we have developed guiding principles that shape the way we work. Our vision, mission and values define our approach, focus our work and help us achieve our objectives. Our competency framework assists us in working to the best of our ability.

Overall

You will provide high quality support to those experiencing domestic abuse in health settings.

This role will involve proactive engagement with Primary Care Networks (PCNs), including GP practices, to strengthen early identification and response to domestic abuse. In addition, while the Health IDVA's (HIDVA) primary focus is within Primary Care Networks (PCNs), including GP surgeries, the role is not disconnected from the existing Hospital IDVA.

You will work closely together to ensure a consistent approach to supporting victims of domestic abuse across all health settings. This may include joint working, case handovers, or occasional cover for the Hospital IDVA where appropriate.

The Hospital IDVA's role predominantly includes patients presenting to the Accident and Emergency Department (A&E) with injuries caused by domestic abuse or those who disclose abuse during treatment. You will also accept referrals from other wards and departments where disclosures are

made. All of this work will be undertaken as part of a multi-agency framework that includes MARAC and local partnership responses to domestic abuse.

The role involves working in highly skilled and pressured environments and requires strong emotional and practical resilience, as well as professional expertise as a qualified and experienced IDVA. Flexibility may be required depending on the needs of the service, including occasional evening or weekend shifts. You may also be part of the organisation's on-call rota, which is planned well in advance so colleagues are scheduled only a few times per year, allowing time to prepare or make any necessary arrangements.

Working with the mission of the organisation

Frontline roles are the reason for the charity's 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 include a range of services aimed at delivering a whole family approach to those experiencing domestic abuse within hospital and primary care settings, as well as ensuring safe transitions into community and refuge-based support where required. As part of the wider team, you will contribute to a wraparound approach that works in partnership with specialist and statutory services.

Health and Primary Care IDVA

The Health and Primary Care IDVA (Independent Domestic Violence Advisor) will work collaboratively across multiple wards, such as A&E and maternity, and with Primary Care Networks (PCNs) including GP practices.

The Health and Primary Care IDVA will be responsible for providing specialist support and advice to victims of domestic abuse (DA), playing a critical role in reducing further harm to patients (and their children) both during hospital care, within primary care settings, and at the point of discharge. They will work closely with safeguarding teams, hospital colleagues, and primary care staff, while maintaining strong links with community-based DA services to ensure seamless continuity of support.

A key purpose of the role is to enhance the safety of individuals and children in their homes and communities whilst enabling service users to address their needs. Victims will be supported to discuss their experiences freely and without judgement, empowered in their decision-making, and assisted in accessing other agencies and services appropriate to their circumstances and wishes.

Key responsibilities

1. Identify and assess the risks and needs of domestic abuse (DA) victims (and their children) who have presented to A&E, who are accessing other hospital services, or who are identified within primary care settings. This must be delivered through an evidence-based risk identification checklist such as the Domestic Abuse, Stalking and Honour Based Violence Risk Identification, Assessment and Management Model (DASH).

2. Provide crisis-led support for those at highest risk of further harm, and proactive interventions for those at medium or standard risk. This will include individual safety planning, personal support, and where appropriate, coordination with primary care safeguarding leads.
3. Manage a caseload for a time-limited period whilst the client is in hospital and/or accessing primary care services, ensuring each client receives the appropriate support relevant to their needs and keeping their safety central to the response. This may include specialist support and advice to enable victims to make decisions, access their rights and be supported through any criminal or civil actions. Ensure that this caseload is regularly reviewed, actions recorded and undertaken, and cases transferred or closed.
4. Support the empowerment of clients, assist them in recognising the features and dynamics of domestic abuse in their situation, and help them regain control of their lives on discharge from hospital or at the point of transition from primary care.
5. Ensure effective continuity of service for those being transferred into community-based services, with clear communication provided to the client and community provider so that expectations are managed and the transfer is seamless.
6. Establish close working relationships within the hospital, primarily though not exclusively with the Emergency Department, Maternity Department and the Trust's Safeguarding Specialists, and with Primary Care Networks (PCNs) across Thanet. This will include delivering training and awareness-raising sessions for healthcare colleagues on the role of the Health IDVA and embedding safe referral pathways.
7. Deliver training and awareness sessions within GP practices and PCNs, supporting the implementation of routine enquiry and strengthening the capacity of primary care staff to identify and respond to DA.
8. Understand multi-agency partnership structures and work within a multi-agency setting to design interventions and develop plans to protect victims and their children, while maintaining an independent role on behalf of the client.
9. Maintain accurate and confidential case management records and databases and contribute to monitoring information for the service, including evidence of outcomes achieved in both hospital and primary care settings.
10. Support and contribute to the development and completion of performance reports and other statistical information to demonstrate the take-up, impact and value of the service.
11. Comply with data protection legislation, confidentiality and information-sharing policy and procedures, and all legislation connected to this role.
12. Respect and value the diversity of the community in which the service works, recognising the needs and concerns of a diverse range of victims, and ensuring the service is accessible to all.
13. Remain up to date and compliant with all organisational procedures, policies and professional codes of conduct, and uphold standards of best practice.
14. Assess incoming referrals and identify the best support agreement for their needs in accordance with the Oasis Case management pack
15. Contact service users, providing and seeking information with a professional approach.
16. Enable service users to develop the skills and resources necessary to move on and maintain independence and self-reliance.
17. Provide emotional support, with a focus on strengths-based practice and ways to wellbeing.
18. Work with all age ranges as service demands.
19. Identify and risk assess complex multiple needs such as substance misuse and mental health.
20. Follow risk assessment and safety planning processes detailed in the Oasis Case management pack, including the DASH checklist.
21. Manage the safeguarding of vulnerable adults and children in line with organisational policy, in discussion with a Senior/Manager and in open communication with Children and Families and Adult Services.
22. Develop an enabling support agreement with each service user following their initial assessment.
23. Hold a caseload efficiently and effectively.
24. Ensure that regular opportunities are given for service users to feedback on the service.

25. Maintain thorough, confidential and up-to-date service user records and case management notes using a client database.
26. Engage with all impact analysis and story gathering for organisational learning.
27. 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.
28. Perform other reasonable tasks as identified by the organisation.

Review arrangements

The details contained in the role specification reflect the content of the role at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual roles 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. Knowledge and Qualifications		
Advanced theoretical, practical and procedural knowledge regarding the issues surrounding the impact of domestic abuse and sexual violence on victims and their families and the civil and criminal justice remedies relating to domestic and sexual violence.	Y	
Understand health structures and procedures or have a keen willingness to learn quickly.		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
SafeLives trained and/or WAFE trained.	Y	
2. Skills and Abilities		
Highly skilled in assessment of the service user's needs.	Y	
Skilled in motivational interviewing and approaches such as brief therapy intervention.		Y
Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.	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 team setting and line management structure.	Y	
Able to work on own initiative with minimal supervision, with a methodical and well organised approach to workload.		
Good administrative skills. Computer literate and able to maintain accurate records.	Y	
3. Experience		
Substantial experience of providing emotional and practical support to vulnerable people and victims of crime., 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 managing a caseload.		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 licence and access to own vehicle.	Y	

Updated Health and Primary Care IDVA Role JD – September 2025

This updated job description integrates the original role requirements with the recommendations from the Coastal HIDVA PH Uplift 1.2 document.

Additional Role Scope

This role will be embedded within the QEQM hospital site and Thanet Primary Healthcare Alliance, serving a vulnerable coastal population.

Enhanced Training Responsibilities

Deliver training on domestic abuse awareness including coercive control, non-fatal strangulation, and safe referral pathways.

Public Health Framing

The role contributes to public health goals by reducing repeat hospital visits, improving mental health outcomes, and addressing root causes of trauma and illness.

Data and Evaluation

Contribute to data dashboards and SMART outcome evaluation, including metrics on risk reduction, survivor safety, and service engagement.

Support for NHS Staff

Provide specialist support to NHS staff experiencing domestic abuse, contributing to workforce wellbeing and retention.

Clinical Supervision

Access regular clinical supervision to support emotional resilience and maintain trauma-informed practice.

Sustainability and Exit Strategy

The role will support the development of sustainable domestic abuse pathways within health settings, contributing to long-term service integration.