



Role Profile

Job Title:	MARAC and Community IDVA (Independent Domestic Violence Adviser)			
Grade:	Point 5 (Unqualified) / Point 6 (Qualified)			
Salary:	£29,686.09 (Unqualified) / £31,894.55 (Qualified) per annum			
Hours:	35			
Contract Type:	1 year Fixed Term Contract – Maternity Cover			
Location:	Medway (SiM Team)			
Responsible to:	SiM Service Manager			
Responsible for:	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 needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with Service users 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

Purpose of the role:

Safe in Medway, (SiM) Accommodation

The postholder will form part of the adult services team, delivering a whole family, trauma informed approach for individuals experiencing domestic abuse, who have been placed in temporary accommodation in Medway. Working closely with both statutory and specialist partners, the team provides wraparound support that is needs-led, healing centered and risk focused.

SiM IDVAs provide one to one, face to face support to Service users residing in both Oasis accommodation and those placed in temporary accommodation in the Medway area. Tailored support plans are created to address the safety, practical and emotional needs of those we support. This role includes close collaboration with our SiM children's worker to ensure holistic support for the whole family. The team are expected to amplify the voice of the service user throughout their SiM journey and advocate effectively across a range of partner agencies, particularly during their resettlement phase for those preparing to move on.

SiM IDVA's are also responsible for the day-to-day running of accommodation, ensuring it remains a safe, well managed and welcoming environment.

Medway Domestic Abuse Service, (MDAS)

When required, in addition to their core responsibilities within accommodation settings, the postholder will hold a small caseload of service users referred to MDAS. The MDAS service supports victims of domestic abuse who are assessed at both Medium and High risk in the local community.

The core purpose of an IDVA is to enhance the safety and wellbeing of individuals and their children. They work within a multi-agency partnership to ensure risk-led support for Service users experiencing domestic abuse. They will conduct rigorous safety planning, ensuring a coordinated community response to address the client's needs, where necessary advocating on behalf of the client with partner agencies.

High-risk Service users will be supported through the MARAC (Multi Agency Risk Assessment Conference) process. IDVAs are the voice of Service users during the MARAC process and providing clear, up to date research is vital to ensure that any multi agency actions are created to improve the safety of the client and their children.

IDVAs also create support plans that will include, but are not limited to, safety planning, housing, legal, financial and children matters, which are tailored to meet their Service users' needs, all while ensuring that the service has an accessibility focus. This involves assertive engagement and intervention that creates opportunities for those who sometimes have multiple disadvantages to be involved with the service. They should have a good understanding of the 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, and to meet service users at the safe accommodation property to settle them in.
3. To provide an 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 consistent support and advice face to face in the Service users accommodation and by telephone.
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 well-being.
8. Manage the day-to-day running of the accommodation, including health and safety and fire checks, and ensure compliance with all relevant legislation.
9. Facilitate move-ins and move-outs, including inventories, maintenance reporting, cleaning of properties, item purchasing and complete property turnaround.
10. Ensure all properties are well maintained and meet agreed standards.
11. Provide up to 12 weeks of resettlement support to Service users who move on from accommodation into longer-term accommodation.
12. Managing adherence to licence agreements, support agreements and accommodation rules.
13. Participate in the organisation's Helpline Rota on a scheduled basis.
14. This position may require some level of co-location within external services relevant as to the role.
15. To facilitate group work such as the Phoenix Program and other recovery programs as required.
16. To identify and risk assess complex multiple needs such as substance misuse and mental health.
17. To follow Risk Assessment and Safety Planning processes, including the DASH checklist.

18. Liaise with the IDVA attending MARAC to ensure that service users are appropriately represented.
19. Manage the safeguarding of vulnerable adults and children in line with the organisational policy in discussion with senior / manager and with open communication with Children, Families and Adult Services.
20. Risk assessment and safety plan with service users and deliver service in keeping with the result.
21. Support the empowerment of the client and assist them in recognising the dynamics of domestic/sexual violence.
22. Develop individual safety and support plans to meet individual risks and support needs that service users face, regularly review cases ensuring that all agencies are meeting the of the Service users. Ensure effective liaison with agencies regarding case management
23. Managing a caseload based on SafeLives care pathway.
24. Refer appropriate Service users to MARAC, explaining procedures and rights within the MARAC process to the client and keeping Service users' 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.
25. To represent the service users' safety needs and wishes, either directly or via a formal handover at the local MARAC complete any actions as agreed at the MARAC meeting.
26. To work within the terms of the MARAC and Court Protocols as required.
27. 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 Service users.
28. Participate in a rota covering Medway One Stop shops and present at weekly MARAC meetings as required.
29. To support Service users through the criminal justice system, explaining the procedures and their roles and rights within the court process, and ensuring that, whenever possible, Service users have realistic expectations of the criminal justice system.
30. To liaise with the CPS, Witness Care Unit, police, and other partner agencies to ensure that the client's safety needs are considered within the judicial process.
31. To hold a caseload efficiently and effectively.
32. To ensure that regular opportunities are given for service users to feedback on the service.
33. To maintain thorough, confidential and up-to-date service user records and case management notes using a client database.
34. To engage with all impact analysis and story gathering for organisational learning.

- 35. 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.
- 36. To perform other reasonable tasks as identified by the organisation.
- 37. To engage positively with the clinical supervision process.
- 38. Participate in the out-of-hours on-call service when additional cover is required or in unforeseen circumstances.

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 expect to revise this role specification from time to time and consult with the postholder 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 Service users 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	

