



Working to end violence and abuse.

Role Profile

Job Title:	Access IDVA- (Independent Domestic Violence Adviser) Safe Accommodation		
Grade:	Point 5 (Unqualified) / Point 6 (Qualified)		
Salary:	£26,505 (Unqualified) / £28,477 (Qualified) per annum		
Hours:	35		
Contract Type:	Fixed Term Contract 12 months.		
Location:	Medway		
Responsible to:	SIM Service Manager		
Responsible for:	All associated reporting data and case studies		
Committed	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 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. Where necessary staff are also expected to participate in the out of hours service, providing an on-call system for the refuge service users (for which enhancements are paid)

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 helping service users to progress on their journeys, building new lives free from violence and abuse.

Competency

Staff at Oasis have a commitment to and optimistic approach with the emotional support and development of their client group. They are reflective about their practice and able to use techniques to keep their work sound and safe for both them and the client.

The organisation utilises a competency framework to enable the development of competent and emotionally intelligent behaviors. All staff are expected to engage in personal learning using this framework. A summary is attached at the end of this role description.

Purpose of the role

The post will be part of Oasis frontline services, 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 offers flexible support to recent victims of domestic abuse through a strengths and needs-led, risk-focused approach.

The key purpose of an IDVA is to enhance the safety of individuals and children in their homes, communities and, where the service demands, Oasis accommodation, 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.

MARAC IDVA

MARAC IDVAs work to support and represent 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.

MARAC 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.

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 needs.

ADDITIONAL ROLE RESPONSIBILITIES

Within the MARAC IDVA role circumstances and funding can require the MARAC IDVA to have additional responsibilities and therefore require an additional set of skills and knowledge. The job title will dictate the additional role requirements.

MARAC ACCESS IDVA

This is a MARAC IDVA who will also have an accessibility focus. supporting those who are assessed at all risk levels in the local community This involves assertive engagement and intervention that creates opportunities for those who may be deemed to have 'complex needs' to be involved with the service.

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.

MARAC ACCESS IDVA - SAFE ACCOMMODATION

In addition to the MARAC access IDVA role, this role will support clients who present with a housing need, therefore requiring knowledge of housing legislation and both statutory and non-statutory responses to homelessness.

YP IDVA

This is a MARAC IDVA that works with those aged between 16 and 24, with a more flexible approach to actively engaging young people who may otherwise struggle to build rapport with professionals. The YP IDVA can accommodate for this by ensuring that they are led by what the client wants to achieve; how they want to receive support; and through more innovative methods of communication. The YP IDVA can work closely with family, friends, carers, and other trusted adults around the young person in order to improve the safety of those they support.

HIDVA

The HIDVA will provide specialist, high-quality support and advice to staff members and patients who have disclosed domestic abuse, (DA), within the hospital setting. This will be those who present to the Accident and Emergency (A&E) department either with injuries caused by DA or who disclose DA when receiving care. You will also accept referrals either

directly from other wards and departments, including maternity, or via the hospital's safeguarding team. This role will require liaison with NHS staff and other multi agency partners with the aim of reducing further harm to staff members, patients (and their children), while in the hospital environment, at the point of discharge and when necessary, within their community.

In addition to this direct support, the health IDVA will be required to work alongside the safeguarding team to provide training to hospital staff to ensure that they are equipped to notice the signs of domestic abuse, enquire safety to establish the safety needs of the patient and refer on for support.

The role involves working in highly skilled and pressured environments and will require the post holder to have strong resilience both emotionally and practically, as well as to be a qualified and experienced IDVA. You will be expected to work flexibly as needed by service demands; this may include evenings and weekends.

Key responsibilities

1. To manage a caseload; focusing on High and extreme risk victims to provide a proactive short to medium term service based on Safe lives care pathways.
2. To assess incoming referrals and identify the best support agreement for their needs in accordance with the RAISE support framework toolkit, including specific response times.
3. To contact service users, providing and seeking information with a professional approach via telephone, online and in person.
4. To provide on-going assessment and review of a trauma-informed SMART support and safety plan. This will include a holistic, ongoing view of the multiple needs of the individual.
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, by telephone, online or in person in a mutually agreed safe place.
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 identify and risk assess complex multiple needs such as substance misuse and mental health.
9. To follow Risk Assessment and Safety Planning processes as detailed in the RAISE toolkit, including the DASH checklist.
10. Liaise with the IDVA attending MARAC to ensure that clients are appropriately represented.
11. 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.

12. Risk assess and safety plan with service users and deliver service in keeping with the result.
13. Support the empowerment of the client and assist them in recognising the dynamics of domestic/sexual violence.
14. 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.
15. 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, ensure all safeguarding referrals are made.
16. To represent the clients' safety needs and wishes, at MARAC, ensuring they are appropriately represented, either personally or via a formal handover to the attending IDVA. Complete any actions relating to your client as agreed at the MARAC meeting.
17. To work within the terms of the MARAC and Court Protocols.
18. 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.
19. 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.
20. To facilitate group work.
21. Provide direct support to Police, primary care services, housing departments, adult and children's social services in the provision and coordination of support developing strong relationships with these and other partners to improve the outcomes for clients.
22. Provide coverage at One Stop shops, drop-ins and helplines as required.
23. To participate in co located working with partner agencies, such as police, social services, housing, and any other places where attendance is beneficial to the client group.
24. To attend any multi agency meetings or forums as required
25. To participate in awareness raising and training to partner agencies and the public as requested
26. To ensure that caseload is regularly reviewed, actions recorded and undertaken, and cases transferred or closed following case review.
27. To hold a caseload efficiently and effectively.to ensure that regular opportunities are given for service users to feedback on the service.
28. To maintain thorough, confidential, and up-to-date service user records and case management notes using a client database.
29. Managing a caseload based on Safe Lives care pathway.
30. To engage with all impact analysis and story gathering for organisational learning.
31. To remain up-to-date and compliant with all organisational policies and procedures and professional codes of conduct to uphold standards of best practice.
32. Participate in an on-call system for out-of-hours emergencies for accommodation clients.
33. To perform other reasonable tasks as identified by the organisation.

34. To engage positively with the clinical supervision process.

Additional responsibilities for MARAC IDVA role specialisms

MARAC ACCESS IDVA

1. Supporting the development of the referral and assessment pathway for those who struggle to access services.
2. To advocate on behalf of our most vulnerable clients to enhance accessibility to both internal and external services.
3. Where engagement requires, to provide support in a location that meets the needs of the client, ensuring that the lone working policy is adhered to, and the location is mutually agreed to be safe.
4. Working face to face is integral to this service provision and may often be in the form of joint visits with other providers.
5. Initiating, attending, and developing additional drop ins and other services to support vulnerable service users.
6. Identifying awareness raising and primary prevention opportunities in the community. This will include regular visits to community groups and other services to aid the development of close multi-agency support and referral systems. Complete additional monitoring information for the service as required and support and engage with all impact analysis and story gathering for organisational learning.
7. Complete additional monitoring information for the service as required and support and engage with all impact analysis and story gathering for organisational reporting and learning.

MARAC ACCESS IDVA - SAFE ACCOMMODATION

1. In addition to the MARAC Access IDVA role, to support clients to be able to safely remain in their accommodation or access appropriate alternative accommodation.
2. Complete additional monitoring information for the service as required and support and engage with all impact analysis and story gathering for organisational reporting and learning.

YPIDVA

1. To support the development of the referral and assessment pathway for those aged between 16 and 24.
2. To use a range of techniques and resources to engage young people in a program of support.
3. Using evidence-based models, provide motivating support on a client led basis, with the aim of enhancing safety and enabling change.
4. To identify the local agencies, professionals and forums which would need to be involved in identifying the cases of young people experiencing serious harm from

interpersonal violence and abuse and ensure that they are linked into the Oasis and MARAC referral pathway.

5. To build good relationships and partnership working between practitioners in children's safeguarding services, the domestic abuse arena, youth offending and MARAC.
6. To enhance the partnership working with local specialist agencies, developed by the RAISE young people's team, for advice and direct support for the young person. Particularly around issues of sexual exploitation, gang involvement, cyber stalking, Prevent and HBV/forced marriage.
7. To attend schools, colleges, the local university campus, and young people's recreational and support groups to promote understanding of interpersonal violence and abuse and to encourage young people to self-refer or for their families and friends to request referral.
8. To provide training externally
9. To engage in training internally to develop skills in using the organisation's theoretical models.
10. Complete additional monitoring information for the service as required and support and engage with all impact analysis and story gathering for organisational reporting and learning.

HIDVA

1. Identify and assess the risks and needs of DA victims (and their children) within the hospital setting and provide crisis-led immediate support.
2. To support clients whilst they are in hospital and/or accessing hospital services, ensuring each client receives the appropriate support relevant to their needs, while keeping their safety central to the response.
3. To respond to referrals, either direct referrals from the hospital or via the service manager, within the required time limit relative to their risk.
4. Ensure effective continuity of service for those being transferred into community-based services and that clear communication is provided to the client and community provider so that expectations are managed, and the transfer is seamless.
5. Establish close working relationships within the hospital, primarily though not exclusively, with the Emergency and Maternity Departments and the Trust's Safeguarding Specialists.
6. Delivering training and awareness-raising sessions for staff on DA and role of the health IDVA.
7. Understand multi-agency partnership structures and work within a multi-agency setting to help design interventions and develop plans to protect victims, and any children, while maintaining an independent role on behalf of the client.
8. Complete additional monitoring information for the service as required and support and engage with all impact analysis and story gathering for organisational learning.

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, 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
MARAC ACCESS IDVA - Experience of working with clients with complex needs including substance misuse, mental health and/or learning disabilities.	Y	
MARAC ACCESS IDVA - SAFE ACCOMMODATION - Experience of working with clients in need of housing related support	Y	
YPIDVA: Experience of working with young people in an outreach, residential or other setting.	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	
Safe Lives 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 and adult 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	
MARAC ACCESS IDVA - SAFE ACCOMMODATION - Knowledge of housing support frameworks including both statutory and non-statutory responses to homelessness.		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 ability to work within a stressful environment and be able to work on own initiative with minimal supervision	Y	
Excellent interpersonal 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 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		
Experience of working with an online case management system	Y		
4. Emotional intelligence			
Self-Awareness: recognizing own emotions, strengths, and limits, being self-confident	Y		
Self-Regulation: having self-control, honesty, accountability, flexibility and being welcoming of innovative ideas.	Y		
Motivation: drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y		
Empathy: understanding others, developing others, client focus, cultivating diversity, able to read and work with group/ team dynamics.	Y		
Social skills: able to influence, convincing and adult communication, inspiring messages, able to drive change, nurturing of instrumental relationships, working together on shared goals and able to create group synergy.	Y		
5. 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		

(1) Making a positive impact/ (2) Working effectively with others/ (3) Communication / Continual improvement/ (4) Planning and delivery of task/

Personal Skills determine how we manage ourselves	Self- awareness knowing one's internal states, preferences, resources and intuitions	Emotional Awareness Recognising one's emotions and their effects
		Accurate Self-Assessment Knowing one's strengths and limits
		Self-confidence A powerful sense of one's self worth and capabilities
	Self- regulation managing one's internal states, impulses and resources	Self-Control Keeping disruptive emotions and impulse in check
		Trustworthiness Maintaining standards of honesty and integrity
		Conscientiousness Taking responsibility for personal performance
		Adaptability Flexibility in handling change
	Motivation emotional tendencies that guide or facilitate reaching goals	Innovation Being comfortable with novel ideas, approaches, and new information
		Drive Striving to improve or meet a standard excellence
		Commitment Aligning with the goals of the organisation
		Initiative Readiness to act on opportunities
		Optimism Persistence in pursuing goals despite obstacles and setbacks

Social Skills determine how we handle relationships	Empathy awareness of others' feelings, needs and concerns	Understanding Others Sensing others' feelings and perspectives, and taking an active interest in their concerns
		Developing Others Sensing others' development needs and bolstering their abilities
	Social Skills adeptness at inducing desirable responses in others	Task Focus Anticipating, recognising, and meeting client needs
		Cultivating Diversity Cultivating opportunities through various kinds of people
		Political Awareness Reading a group's emotional currents and power relationships
		Influence Wielding effective tactics for persuasion
		Communication Listening openly and sending convincing messages
		Conflict Management Negotiating and resolving disagreements
		Leadership Inspiring and guiding individuals and groups
	Change Catalyst Initiating or managing change	Building Bonds Nurturing instrumental relationships
		Collaboration & Cooperation Working with others towards shared goals
		Team Capabilities Creating group synergy in pursuing collective goals

