



Working to end violence and abuse.

Role Profile:

Job Title:	Community Independent Domestic Violence Advisor (IDVA)			
Grade:	Unqualified (4) £24,597.04 FTE / Qualified (5) £26,505.44 FTE			
Salary:	Pro Rata £14,758.22 / Pro Rata £15,903.26			
Hours:	21			
Contract Type:	FTC – 12 Months Maternity Cover			
Location:	Thanet & Dover			
Responsible to:	Service Manager			
Responsible for:	All associated reporting data and case studies			
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 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. Colleagues are expected to work flexibly as needed by service demands, this may include evenings and weekends. Colleagues 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) where necessary.

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 be part of the adult services (RAISE interventions), including a range of services aimed at creating a whole family approach to those experiencing domestic abuse living both in a refuge setting and 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 and their children 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 judgment. They will be supported in whatever decisions they make and be assisted in accessing other agencies as appropriate to their individual circumstances and wishes.

Community IDVA

The Community IDVA role has a dual focus, supporting those who are assessed at medium risk in the community and those in refuge accommodation. Community IDVA's will need to be boundaried and organised in their practice to balance an assorted caseload of both refuge and community clients.

Refuge - 1 to 1, face-to-face support is provided to clients residing within Oasis refuge accommodation, with tailored interventions to meet their individual practical and emotional needs. This involves close liaison with our children's and family services to offer holistic support for the whole family. Community IDVAs can support the voice of clients throughout their journey within the refuge and must have the skills and capabilities to advocate with a range of partners, particularly when giving resettlement support for clients ready to move on from refuge. Community IDVA's are responsible for the day-to-day running of our supported accommodations with guidance from the Service Manager.

Community - Much of the support provided to community clients mirrors the needs-led approach provided to refuge clients, but can be provided remotely. The Community team provides emotional support and reassurance, to empower clients to develop the skills and resources necessary to recover, move on and maintain independence and self-reliance. They create support plans that will include but are not limited to, safety planning, housing, and legal and financial matters, which are tailored to meet their clients' needs.

Key responsibilities

1. To assess incoming referrals and identify the best support agreement for their needs in accordance with the RAISE support framework toolkit.
2. To contact service users, providing and seeking information with a professional approach.
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 support and advice by telephone and in a mutually agreed safe place or (if the situation is assessed as safe) at a private home.
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 present 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 detailed in the RAISE toolkit, including the DASH checklist.
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. Respond to new referrals within 48 hours. Managing a caseload; focusing on high and extreme risk victims to provide a proactive, short to medium-term service based on the SafeLives care pathway.
13. Risk assessment 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. 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.
17. 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.
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. Participate in a 2 weekly rota covering duty desk, One Stop shops, and drop-ins as required.
20. To support clients through the criminal justice system, explaining the procedures and their roles and rights within the court process.
21. Ensuring that, whenever possible, clients have realistic expectations of the criminal justice system.
22. 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.
23. To work within the terms of the MARAC and Court Protocols as required.
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. Participate in a mandatory on-call system for out-of-hours emergencies for refugee clients.
30. To perform other reasonable tasks as identified by the organisation.
31. To engage positively with the clinical supervision process.

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 center or similar, or other relevant agency.		Y
Access IDVA: Experience in working with clients with complex needs including substance misuse, mental health, and/or learning disabilities.		Y
YPIDVA: Experience of working with children or young people in an outreach, residential or another 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	
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, counseling 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 the 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 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 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. 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 new 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, and convince 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	

