



## Role Profile

<b>Job Title:</b>	<b>Health IDVA</b>			
<b>Grade:</b>	5 unqualified / 6 qualified			
<b>Salary:</b>	£29,686.09 FTE / £31,894.55 FTE £17,811.65 Pro Rata / £19,136.73 Pro Rata			
<b>Hours:</b>	21 – Pro Rata			
<b>Contract Type:</b>	Fixed Term Contract One Year			
<b>Health Setting Location:</b>	Medway / North Kent			
<b>Responsible to:</b>	Service Manager			
<b>Responsible for:</b>	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 will predominantly be those who present to the Accident and Emergency Department (A&E) either with injuries caused by DA or who disclose DA when receiving care. You will also accept referrals from other Wards and Departments where patients have disclosed DA. However, the role will also include liaison with Primary Care settings generally. This work will be undertaken as part of a multi-agency framework that includes MARAC and local partnership responses to DA.

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. You may be required to be part of the on call rota for the organisation.

### **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 living both in a refuge setting and in the community. As a whole team you will provide a wraparound approach, along with specialist/statutory services.

### **Health IDVA**

The Health IDVA will work collaboratively across multiple wards, such as A&E and maternity.

The Health IDVA will be responsible for providing specialist quality support and advice to victims of domestic abuse (DA). They will play a critical part in supporting victims with the aim of reducing further harm to those patients (and their children) whilst they are in hospital and on discharge. They will work in collaboration with DA support provision in the community to ensure continuity of support at the point of discharge.

A 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.

### **Key responsibilities**

1. Identify and assess the risks and needs of DA victims (and their children) who have presented to A&E or who are accessing services elsewhere in the hospital and have disclosed DA. 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 or through pro-active interventions for those at medium or standard risk which will include individual safety planning and personal support.
3. Manage a caseload for a time-limited period whilst the client is in hospital and/or accessing hospital services ensuring each client receives the appropriate support relevant to their needs and keeping their safety central to response. This may include specialist support and advice to enable victims to make decisions, access their rights and be supported through any criminal/civil actions. To ensure that this caseload is regularly reviewed, actions recorded and undertaken and cases transferred or closed.
4. Support the empowerment of the client and 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.
5. 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.
6. Establish close working relationships within the hospital, primarily though not exclusively, to the Emergency Department and Maternity Department and the Trust's Safeguarding Specialists. This will include delivering training and awareness-raising sessions for key colleagues on the role of the Health IDVA.
7. Understand multi-agency partnership structures and work within a multi-agency setting to help design interventions and develop a plan to protect victims and any children, while maintaining an independent role on behalf of the client.
8. Maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.
9. Support and contribute to the development and completion of performance reports and other statistical information to demonstrate the take up and value of the service.
10. Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to this role.
11. Respect and value the diversity of the community in which the services work, recognise the needs and concerns of a diverse range of victims ensuring the service is accessible to all.
12. Remain up to date and compliant with all organisational procedures, policies and professional codes of conduct and uphold standards of best practice.
13. To assess incoming referrals and identify the best support agreement for their needs in accordance with the RAISE support framework toolkit.
14. To contact service users, providing and seeking information with a professional approach.

15. To enable service users to develop the skills and resources necessary to move on and maintain independence and self-reliance.
16. To provide emotional support, with a focus on strengths-based practice and ways to wellbeing.
17. To work with all age ranges as service demands.
18. To identify and risk assess complex multiple needs such as substance misuse and mental health.
19. To follow Risk Assessment and Safety Planning processes detailed in the RAISE toolkit, including the DASH checklist.
20. Manage the safeguarding of vulnerable adults and children in line with organisational policy, in discussion with a Senior/Manager and with an open communication with Children and Families and Adult Services.
21. To develop an enabling support agreement with each service user following their initial assessment.
22. To hold a caseload efficiently and effectively.
23. To ensure that regular opportunities are given for service users to feedback on the service.
24. To maintain thorough, confidential and up-to-date service user records and case management notes using a client database.
25. To engage with all impact analysis and story gathering for organisational learning.
26. 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.
27. To 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
<b>1. Knowledge and Qualifications</b>		
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	
<b>2. Skills and Abilities</b>		
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	
<b>3. Experience</b>		
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	

