



**JOB DESCRIPTION – INDEPENDENT DOMESTIC VIOLENCE ADVOCATE (IDVA) – EASTLEIGH & NEW FOREST**

<b>Aurora New Dawn</b> Job Title: Independent Domestic Violence Advocate (IDVA) <b>FULL TIME:</b> 40 Hours per week, confirmed funding to March 2018, rolled over to March 2019 subject to funding.	GRADE 7: £22,221 (Unaccredited) GRADE 8: £26,276 (On completion of Safelives IDVA Accreditation)
<b>SECTION</b> <u>IDVA service</u>	
<b>POST TITLE</b> <u>IDVA</u>	Location: Based in West Hampshire area, covering Eastleigh & New Forest.

**1. JOB PURPOSE**

To provide a high-quality frontline service to victims of domestic abuse, delivering a service to those at highest risk. To work within a multi-agency framework consisting of the MARAC and local partnership responses to domestic abuse.

**Responsible to: Operations Manager**

**2. MAIN DUTIES**

- Take the role of an Independent Domestic Violence Advocate (IDVA) within the Aurora Service, working specifically with those clients at high risk of serious harm in the Eastleigh and New Forest area.
- Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist.
- Focus on and prioritise high risk cases and provide a pro-active, short to medium term crisis intervention service through individual safety planning and personal support.
- Work with high risk victims of domestic abuse to help them access services to keep them and their children safe.
- Advocate for high risk victims with agencies who can help to address the domestic abuse by:
  - I. Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
  - II. Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance.
  - III. Working directly with all key agency partners to address the safety of high risk victims and ensuring that their safety plans are coordinated particularly through the MARAC.
- Manage a case load ensuring each client receives the appropriate service individual to their needs.
- Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation, and help them regain control of their lives.
- Understand multi-agency partnership structures and work within a multi-agency setting which will include participation at the local MARAC(s). You will contribute interventions and help design a plan to protect victims and any children, while maintaining an independent role on behalf of your client, keeping their safety as central to any response.
- Attend multi-agency meetings as required.
- Be proactive with the Line Manager/Operations Manager in carrying out periodic case reviews based on a review of risk and abuse which:
  - Feeds back into action planning to further progress, signpost or close cases and;
  - Provides feedback to your clients/agencies.

- Help maintain accurate and confidential case management records using the database and contribute to monitoring information for the service.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for victims of domestic abuse.
- Respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.

### **Organisation**

Aurora New Dawn is managed by the Chief Executive Officer

The line management is undertaken by the Stalking Service Manager

The service is Registered Charity and has a board of trustees and a full constitution to adhere to.

### **Corporate Responsibilities**

1. The above range of duties and responsibilities is not exhaustive: post holders will be expected to perform work of a similar level and responsibility when requested to do so.
2. Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
3. Observe duty to all Health and Safety rules and take all reasonable care to promote the health and safety of yourself and others.
4. Act in a way that supports and promotes Aurora New Dawn's Equal Opportunities Policy, which aims to ensure everyone has equal treatment and equal access to employment and services.
5. Contribute to Best value by working in an effective, efficient and economic way, and to suggest and implement improved ways of working wherever possible.

### **IT Security**

All staff must strictly adhere to current Aurora New Dawn policy on IT security as instructed by Chief Executive. Any breach of this policy could invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal.

### **Confidentiality of Information**

Any information which staff have access to as a result of their employment with Aurora New Dawn must be regarded as confidential and must not under any circumstances be divulged to a third party without the appropriate authority (not even to relatives or close friends). If it is found that a member of staff has divulged such information, it may be appropriate to invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal. All staff must be vigilant and careful to ensure that all information which they have access to remains confidential.

### **Customer Service**

All Aurora New Dawn employees must be committed to Customer Service with both internal and external clients. It is essential to maintain a high level of competence in this area.

**This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.**

## **PERSON SPECIFICATION – AURORA IDVA**

### **1. KNOWLEDGE, SKILLS AND ABILITIES**

**It is essential that the post holder has the following:**

- A good understanding of domestic abuse including the impact of domestic abuse on victims and their children.
- Theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children.
- Understanding of child protection issues, and the legal responsibilities surrounding these issues.
- A solid grasp of the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children.
- Excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.
- Strong crisis management skills and the ability to deal with stressful and difficult situations.
- An understanding of the remits and resources of relevant statutory bodies and voluntary agencies.
- Both an understanding of, and commitment to, equal opportunities and diversity issues in policy and practice.
- Computer literacy skills and experience of working with databases.
- An ability to travel locally, and occasionally nationally.
- Use of a vehicle and a full, clean, UK driving licence. **Please note: due to the nature of the post it is an essential requirement that applicants are able to drive.**

### **2. EXPERIENCE**

**You are required to have experience of:**

- Working with people experiencing domestic abuse, whether in a paid or voluntary capacity
- Managing a caseload.
- Working within a multi-agency and legislative framework.

### **3. QUALIFICATIONS/PROFESSIONAL MEMBERSHIP**

- Prior completion of a Safelives IDVA training certificate would be beneficial. However applications from those with a relevant degree, demonstrable equivalent experience, a vocational qualification, or a willingness to undertake relevant study will be welcomed.

### **4. PERSONAL QUALITIES, ATTITUDE AND PRESENTATION**

**You are required to demonstrate:**

- A commitment to a feminist ethos
- The ability to remain compassionate and empathetic towards your client's situation at all times.
- A non-judgemental and non-directive approach to empowering survivors along with the ability to understand the individual needs of survivors
- The ability to think creatively, show initiative and be proactive when managing your case load and interacting with your clients and agencies you're working with.
- That you act with integrity and respect when working with all clients, agencies and individuals.
- The ability to motivate individuals and agencies to move through courses of action and decision making processes.

- That you are able to critically assess own performance and reflect on own practice
- That you are consistent and flexible – able to deal with changing and competing demands
- A commitment to anti-discriminatory practice
- That you are reliable and trustworthy
- That you are efficient and punctual

DBS Disclosure at Enhanced level will be required prior to any offer of employment. This post is exempt from the Rehabilitation of Offenders Act 1974.