



**JOB DESCRIPTION**

**FEMALE\* COMMUNITY IDVA (COMPLEX NEEDS) – WEST SUSSEX CONNECT**

<p><b>POST TITLE:</b></p> <p><b>Female* Community IDVA (Complex Needs)</b></p> <p>*Genuine occupational requirement in accordance With Schedule 9 (part 1) of the Equality Act 2010</p>	<p>Salary: £22,500 (with 1% annual increment)</p>
<p><b>SECTION:</b> West Sussex Connect</p>	
<p><b>FULL TIME:</b> 37 Hours per week Contract until 2021. Continuation subject to funding</p>	<p>Location: West Sussex – based across Worthing and Crawley, with local travel as required.</p>

**JOB PURPOSE**

Work as part of the West Sussex Connect model to provide specialist, dedicated, flexible, and personalised support to people experiencing domestic abuse who have complex needs. Work collaboratively with the right agencies to achieve positive outcomes around client safety and well-being.

**Responsible to: Connect Delivery Lead**

**MAIN DUTIES**

- Provide a high-quality frontline service to victims of domestic abuse, working specifically with those clients who have complex needs.
- Deliver a flexible, holistic approach that is personalised for each individual, addressing any risks and improving outcomes around their safety, needs and wellbeing.
- Work in a way that is trauma-informed, with an understanding of the prevalence and impact of trauma and the complex paths to healing and recovery.
- Work in a solution focused way; undertake a holistic assessment of need with each client, which is focused on identifying strengths and works towards building resilience.
- Develop and deliver a proactive response that takes the service to clients, increasing opportunities for engagement.
- Manage a caseload of no more than 15 clients at any one time, ensuring each client receives the appropriate service individual to their needs.
- Help to develop and work within a multi-agency partnership approach, which may include the MEAM partnership or similar. You will be the domestic abuse specialist, working directly with clients, providing support and advice where another agency takes the lead, and in general working towards an improved response to people experiencing domestic abuse alongside other needs.
- In conjunction with the Connect Skills Enhancer, deliver and/or contribute to training of partner agencies to support the development of response to this client group.
- Respect and value the diversity of the community in which the services works, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.

- Ensure encouragement and regular opportunities are given for clients to feedback on the service and that they are informed of the impact of their input.
- 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.
- Maintain thorough, confidential and up-to-date service user records and case management notes using a client database.

### **Organisation**

Aurora New Dawn is managed by the Chief Executive Officer.

The line management for this post will be undertaken by the Connect Delivery Lead

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

### **Corporate Responsibilities**

- 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.
- Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
- Observe duty to all Health and Safety rules and take all reasonable care to promote the health and safety of yourself and others.
- 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.
- Contribute to Best value by working in an effective, efficient and economic way, and to suggest and implement improved ways of working wherever possible.

### **Data Protection and IT Security**

All staff must strictly adhere to Aurora New Dawn policies on Data Protection and IT security as instructed by Chief Executive. Any breach of these policies 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 – COMMUNITY IDVA – COMPLEX NEEDS

It is essential that the post holder has the following:

### **ESSENTIAL SKILLS & EXPERIENCE:**

- Substantial experience of providing emotional and practical support to individual clients, probably acquired over a period of not less than 2 years.
- Experience of working in a multi-agency setting with a willingness for partnership working.
- Experience of engaging with clients through assertive outreach.
- Experience of liaising with social services, health agencies, housing providers and voluntary organisations.
- Highly skilled at engaging and assessing service user's needs.
- Ability to manage crisis situations calmly and positively. Excellent advisory, guidance, negotiation and persuasive skills to influence best outcomes
- Experience in developing trusting relationships with this client group and interpreting assessments in order to support a safety plan.
- Creatively involving clients to lead the direction of their support and futures and set realistic goals.
- Computer literacy skills and experience of working with databases and report writing.

### **ESSENTIAL KNOWLEDGE:**

- Good understanding of multiple needs/disadvantage and how they interconnect.
- Comprehensive understanding of risk, needs and how they are related.
- A solid grasp of the principles of risk assessment, risk management and safety planning in relation to victims of domestic abuse
- Knowledge and awareness of Child protection / safeguarding issues and the legal responsibilities associated with this.
- An understanding of the remits and resources of relevant statutory bodies and voluntary agencies.

### **ESSENTIAL BEHAVIOURS & PERSONAL ATTRIBUTES:**

- Excellent communication skills (both written and oral)
- A demonstrable commitment to improving responses to domestic abuse across all agencies working in the sector.
- A non-judgemental and non-directive approach to empowering survivors along with the ability to understand each individual's needs.
- The ability to think creatively, show initiative and be proactive when managing your caseload and interacting with your clients and the agencies you are working with.
- Capacity to manage raw emotions including anxiety, conflict, challenge and trauma.
- An understanding of, and commitment to, equal opportunities and diversity issues in policy and practice.
- Ability to work effectively both independently and as part of a team.
- A willingness to critically assess your own performance and reflect on your own practice.
- A commitment to your own personal development and the development of others.
- **Use of a vehicle and a full, clean, UK driving license. Please note: due to the nature of the post it is an essential requirement that applicants are able to drive.**

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.