



JOB DESCRIPTION – FEMALE¹ PROJECT WORKER (AURORA NEW DAWN DVA CARS™)

4 shifts per month working with the police.

Remaining hours working from home.

The candidate will be someone who is passionate about supporting survivors of domestic violence and abuse and wants to play a pivotal role in helping victims at the point of crisis. You will be working as part of a collaborative and passionate team, all dedicated to helping women feel seen, heard and understood.

Whilst experience and knowledge of domestic abuse is a benefit it is not essential - it is more important to us that we find the right person who can truly support and guide our clients.

Aurora New Dawn Job Title: Project Worker – Aurora New Dawn DVA Cars™ FULL TIME: 30.5 Hours per week Contract to September 2024, continuation subject to funding.		GRADE 7: £22,221 pro rata
SECTION	<u>DVA Car™ Service</u>	
POST TITLE	<u>DVA Car/ Helpline Advocate</u>	Location: Portsmouth, Fareham, Waterlooville (travel required)

This role comprises of two parts, worked on a bi-weekly rotation basis and totalling a 30.5 hours per week:

JOB PURPOSE (DVA Cars™):

a) To provide an out-of-hours, face-to-face crisis response to incidents of domestic violence working alongside officers from Hampshire Constabulary.
 Friday and Saturday: 17.00hrs – 03.00hrs

JOB PURPOSE (Helpline):

b) Out of Hours DVA Helpline - working from home.
 Monday – Friday: 1700-0800hrs
 Saturday - Sunday: either: 0800hrs – 1700hrs or 1700hrs – 0800hrs

CORE DUTIES INCLUDE:

- The role of Advocate within the Aurora DVA Car™ service is to work with clients who are experiencing domestic abuse offering independent, face-to-face support at the time of incident alongside officers from Hampshire constabulary.
- Identify and assess the risks of domestic abuse victims using an evidence-based risk identification checklist.
- Provide a pro-active, short-term crisis intervention service.
- Undertake the allocation of onward referrals ensuring each client receives the appropriate service individual to their needs, to help keep them and any children safe.
- Liaise with other agencies (both voluntary and statutory) to facilitate onward referrals, as above.
- Help maintain accurate and confidential case management records using the database.

¹ * In accordance with schedule 9 (Part 1) of the Equality Act 2010



- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- The Helpline shifts involves being on-call service to clients, taking calls from clients and professionals and supporting as appropriate. This may include completing risk assessments and referrals to other services.

Organisation

Aurora New Dawn is managed by the Chief Executive Officer

The line management of this post is undertaken by the Senior Advocate.

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.



PERSON SPECIFICATION – PROJECT WORKER, AURORA DVA CARS™

This person specification 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.

We are looking for someone who is passionate about supporting survivors of domestic abuse and who has a caring and empathetic nature. Whilst experience and knowledge of domestic abuse is a benefit it is not essential as we are looking for the right person who can best support our clients.

1. KNOWLEDGE, SKILLS AND ABILITIES

It is essential that the post holder has the following:

- Good communication both written and verbal.
- An understanding of and commitment to equal opportunities and diversity issues.
- Computer literacy skills.
- Ability to travel locally. **Please note due to the nature of the post all applicants must have access to their own vehicle and possess a full, clean UK driving licence.**
- **An ability to work flexible hours.** This post will be made of different out-of-hours helpline shifts and working alongside police offices on a weekly rota basis. From time to time, you may be required to alter this working pattern.

It is a benefit if the post holder has the following:

- A understanding of domestic abuse including the impact of domestic abuse on victims and their children.
- Some knowledge of civil and criminal justice remedies for victims of domestic abuse and their children.
- Some knowledge of the support available within Hampshire for those experiencing domestic abuse and their children.
- An understanding of child protection issues, and the legal responsibilities surrounding these issues.
- An understanding of the principles of risk assessment and safety planning for victims of domestic abuse and their children.
- Strong crisis management skills and the ability to deal with stressful and difficult situations.
- Experience of working with databases. Microsoft office (or similar).

2. EXPERIENCE

It is a benefit if that you have had experience of:

- Working with people experiencing domestic abuse, whether in a paid or voluntary capacity
- Working with other agencies in partnership, whether statutory or voluntary.

3. QUALIFICATIONS/PROFESSIONAL MEMBERSHIP

N/A



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

You are required to demonstrate:

- Commitment to a feminist ethos
- A compassionate and empathetic approach.
- An ability to think creatively, show initiative and be proactive.
- Ability to remain calm in high-pressure and/or crisis situations.
- That you can act with integrity and respect when working with all clients, agencies and individuals.
- That you can 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

DBS Disclosure at Enhanced level will be required prior to any offer of employment.

Full Non-Personnel Police Vetting will be required on acceptance of employment.

This post is exempt from the Rehabilitation of Offenders Act 1974