**Job Description**

Title: IDVA (High/Medium Risk)

Area: Community Services

Reporting to: Community Team Leader

Hours of work: 37 hours

Salary/scale: £24,012

Contract length: 31st March 2023

**Background**

TDAS is an independent voluntary organisation which is affiliated to Women’s Aid England. TDAS and has been operating since June 1990. TDAS is a company Limited by guarantee and a registered charity.

TDAS is the only specialist agency in Trafford to deliver both intervention and prevention services to adults, children and young people who are experiencing or have experienced domestic abuse.

**Purpose of the role**

To play an integral and active part in the community based IDVA and outreach support team

You will work as part of a skilled, multi-disciplinary staff team and must be approachable and highly motivated in supporting and encouraging people experiencing domestic violence/abuse to make informed choices in order to determine their own future. You will ensure the provision of support and advocacy services to service users who are experiencing or have experienced Domestic Abuse. Assessing the risk a service user is in and delivering a service appropriate to the level of risk.

**Main Duties**

* Provide a person centred, outreach service to adults accessing the IDVA service. This could be via face to face, telephone or other digital means
* To liaise with MARAC agencies to promote TDAS service offer and encourage referrals/self referrals.
* To decide on the most appropriate method of offering support to service users in accordance with MARAC policy and within the resources available
* To assess the risk the service user is in using the SafeLives DASH Risk Indicator Checklist and ensure that the delivery of the IDVA service is appropriate to this level of risk and to notify the Senior IDVA of any risks identified.
* Participate in the Multi-Agency Risk Assessment Conference framework: refer clients to, attend and participate in meetings and follow up actions agreed in the MARAC
* Carry out assessment and safety planning procedures with service users and deliver a service appropriate to the identified level of risk.
* Hold and manage a case load as agreed with the Team Leader
* Complete initial support and safety/risk assessments for all service users and ensure these are monitored and reviewed on each contact
* To keep accurate, factual and appropriate daily recordings and record these on the case management system in a timely and professional manner
* To offer practical and emotional support to service users
* To ensure standard and effectiveness of work with service users is consistent and of high quality
* Support the Community Team Leader on reporting and delivery of Outcomes as highlighted in funders requirements.
* Liaise and work in conjunction with TDAS senior management team to provide a holistic support service to families across all TDAS services.
* Liaise and work in conjunction with key agencies ensuring that multi-agency work is undertaken as part of the process involved in the assessment and delivery of services provided to adults.
* Access regular feedback from service users to ensure the continued improvement of services and support offered to children and young people by TDAS.
* Attendance at internal and external meetings to support the delivery and development of the Community Service
* To deliver awareness raising sessions to the public on domestic abuse and its effects on families
* To plan and manage own workload working on own initiative, often in times of crisis
* To be aware of, implement and keep up to date with Child Protection/Safeguarding Procedures in accordance with TDAS and Trafford Borough’s Child Protection/Safeguarding policies and procedures.
* To ensure regular health and safety procedures including risk assessments are completed where appropriate
* Work in partnership with adults, families, staff, statutory, voluntary and community organisations to promote the welfare and wellbeing of all adults and families supported by TDAS.
* Work with TDAS team to promote and support the development of TDAS.
* Work to the standards laid down within the bounds of the Policy and Procedures of TDAS, including Equal Opportunities, Equality & Diversity, Data Protection, Child Protection and Safeguarding vulnerable Adults, Health & Safety and core service user policies at all times. This is not an exhaustive list and all other policies and procedures within TDAS must be complied with.
* Undertake any other reasonable duties as requested by the Community Team Leader, CEO and the Services Manager, commensurate with the grade and job title of the post.

**Person Specification**

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| --- | --- | --- |
| **Qualifications and Experience** | **Yes** | **No** |
| NNEB/NVQ level 3 or equivalent qualification in Social care  Minimum of two years experience of working with adults in a domestic abuse setting |  |  |
| **Skills & Knowledge** | **Application** | **Interview** |
| Experience of managing crisis situations  Knowledge and understanding of the effects of domestic abuse on adults, children and young people and the support and services available to them  Experience of attending MARAC and supporting victims by assessing risk  Working knowledge of all relevant Policy and Procedures e.g. risk assessment, support planning and delivery of services, Health & Safety requirements  Ability to use all the Microsoft office packages  Experience of planning, organisation, implementation and evaluating tasks  Commitment to equal opportunities with a non- judgemental, empathic attitude  High level of self-motivation and the ability to plan. organise and prioritise to meet deadlines  Ability to communicate with service users, Team members, Management Committee and external agencies and demonstrate excellent communication skills both verbal and written  Ability to deliver high standard of service provisions to all users and stakeholders and commitment to continuous improvement  Knowledge of basic welfare rights and benefits | **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X** | **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X** |
| Desirable | | |
| Safelives IDVA or equivalent qualification  Full driving licence and access to a car for work  Understanding of the domestic abuse sector and the role and remits of statutory and voluntary agencies in the sector  Working knowledge of all relevant Policy & Procedures  Up to date knowledge of Health & Safety requirements  First Aid Qualification | **x**  **x**  **x**  **x**  **x**  **x** | **X**  **x** |
| **Competency/Behaviour** | | |
| 1. Proactive 2. Compassionate 3. Non-Judgemental and positive attitude 4. Empathetic 5. Approachable, flexible 6. Time management 7. Committed to continuous improvement 8. Team player as well as an individual player 9. High level of self motivation 10. Service provisions of a high standard to all users 11. Excellent communication skills at all levels 12. Planning, organisation, implementation and evaluation 13. Communication with service users, team members, Board of Trustees and external agencies 14. Continuous improvement 15. Team work | | |

**Additional Requirements**

The post holder will be required to liaise with –

Head of TDAS, Team Leader, Accommodation and Community Services Teams, Statutory, Voluntary Community Organisations and other professionals

**This post is subject to enhanced DBS disclosure checks**