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# ADViSE Coordinator/ADViSE Advocate Educator

**Position Title:**  ADViSE Coordinator/Advocate Educator

**Full time:**  32 hours per week

**Salary:** £24,871 actual (£28,757 FTE)

# Job Description:

*ADViSE (Assessing for Domestic Violence and Abuse in Sexual Health Environments) is an intervention that supports sexual health staff to identify and respond to patients affected by domestic violence and abuse. Participating sexual health clinics receive specialist training and support and a named advocate to whom patients affected can be referred. An adapted version of ADViSE, encompassing sexual violence as well as domestic abuse, is undergoing a real-world pilot across four boroughs of Greater Manchester where it will be delivered in partnership between the four local specialist domestic abuse services.*

**Job Purpose:** This is a dual role with responsibility for oversight/coordination between four partner organisations involved in delivering ADViSE (approximately 1.5 days per week) and as ADViSE Advocate Educator for Trafford (approximately 2.5 days per week).

**Responsible To: Community Team Leader**

COORDINATOR DUTIES AND RESPONSIBILITIES

**Communication and coordination:**

* To develop strong and professional working relationships and effective communications across the four organisations co-delivering ADViSE in Greater Manchester, including:
  + Ensuring consistent delivery of the ADViSE service across the four organisations and boroughs
  + Leading on the development of a seamless pathway to advocacy and support for patients accessing the ADViSE service
  + Coordinating an effective and collaborative approach to troubleshooting any day-to-day issues that may arise in the course of this partnership working
  + Organising and leading regular meetings between the four organisations, as required for smooth and consistent delivery of service
* To establish and maintain a positive relationship with the ADViSE clinical lead/s
* To coordinate bookings for training sessions for participating sexual health clinics
* To promote the ADViSE programme, and its progress, to external agencies
* To develop links with outside agencies and attend relevant fora and meetings in order to enhance the work of the ADViSE programme and TDAS (Trafford Domestic Abuse Services), Manchester Women’s Aid, Stockport without Abuse and Jigsaw Support
* To develop professional working relationships with external agencies, especially with wider VAWG/DA/GBV services in the area, and onward referral pathways to these services
* To maintain strong links with the IRISi regional manager and to be her main point of contact amongst the ADViSE advocate educator team

**Programme development:**

* Where reporting on the development and performance of the ADViSE service is required at Greater Manchester (rather than borough) level, to lead on and coordinate this reporting
* Where areas for development and refinement of the ADViSE service are identified by the advocate educators, to feed this back to the IRISi regional manager
* Where innovation and improvements to the ADViSE service have been developed, to feed these back to the IRISi regional manager
* To play an active role in regular review workshops that will span the 12 month pilot
* To play an active role in the development of and engagement with the external evaluation of ADViSE

**General:**

* Attend and participate in the overarching (Greater Manchester) ADViSE steering group meetings
* To maintain an awareness of the issues surrounding domestic abuse and sexual violence on a national and local level, especially those issues relevant to health
* To undertake any other duties required by [insert name of ADViSE partner organisation], which may arise incidentally, develop or be assigned commensurate with the post.

ADVOCATE EDUCATOR DUTIES AND RESPONSIBILITIES

1. **AIMS OF THE POSITION:**

* To promote the ADViSE programme, to build and maintain effective relationships with sexual health teams, and to recruit local sexual health clinics to participate in the ADViSE programme
* To provide in-house training for sexual health teams on understanding, recognising and responding to domestic and sexual violence and abuse (DSVA)
* To provide ongoing specialist advice and support around DSVA to sexual health teams
* To encourage sexual health professionals to ask patients about their experience of abuse and respond, record, safety check and refer
* To provide specialist, individual and needs-led DSVA advocacy and support to female and male patients who are or have been affected by DSVA who are referred from participating clinics and to provide onward referrals where appropriate
* To provide feedback on case outcomes to referring clinicians
* To collect and collate performance and monitoring data for reporting purposes and also with a view to further embedding and developing the ADViSE programme locally.

**B. SPECIFIC AREAS OF RESPONSIBILITY:**

1. Clinic-based work

* Work closely with the ADViSE clinical lead to promote the ADViSE programme within the area and to encourage local sexual health clinics to sign up to the ADViSE programme
* Negotiate dates for and arrange training sessions with clinics
* Prepare training packs for training sessions
* Deliver, alongside the ADViSE clinical lead, the ADViSE training to clinicians and non-clinical staff in participating sexual health clinics and prepare training materials where necessary
* Promote awareness of the experiences and needs of women and men affected by DSVA, particularly in relation to their health, in partnership with the Clinical Lead
* Develop a good relationship with all sexual health staff and work effectively as part of the team in each clinic. This includes:
  + provision of systematic and ad hoc support to the sexual health teams of participating clinics, including meeting with individuals and small groups of clinical and administrative staff
  + Attending relevant meetings
* Maintain effective monitoring procedures and ensure that clear accurate records of clinic-based work are kept and maintained, in line with IRISi requirements
* Feedback on the use of the electronic medical record prompt linked to the ADViSE programme and provide patient feedback and case updates /outcomes
* Using the data collected, maintain an overview of local clinics’ engagement with the ADViSE programme
* Act upon this overview to proactively ensure that the ADViSE programme is well established and embedded, and that all local ADViSE trained clinics are engaging with the programme.

1. Advocacy and support service

* Provide support to patients affected by (or who have been affected by) DSVA referred by sexual health clinicians from participating clinics
* Provide support to patients affected by (or who have been affected by) DSVA who self-refer from participating clinics
* Provide direct assessment, casework support, advice, information and advocacy to patients experiencing DSVA through telephone/online contact, and/or meetings at the relevant clinic
* Work with patients experiencing DSVA to increase their personal safety, and that of any children, and inform them of their rights and options in terms of housing, legal and welfare rights
* Develop good working relationships and liaise with outside agencies when needed. This will include referral to colleagues within the specialist DVA service that is delivering ADViSE, to other specialist DVA services and SV services or other external agencies when appropriate
* Keep accurate records of all referrals received and of work done with or on behalf of service users, in line with IRISi requirements.

**C. GENERAL:**

* Attend and participate in the local ADViSE steering group meetings
* Contribute to monitoring and evaluation of the ADViSE programme, by:
  + Collecting and collating all clinic-based and referral and advocacy data and monitoring, and providing IRISi with this, as requested
  + Producing written reports as requested (e.g. quarterly reports, annual report), including for the local IRIS steering group
* Engage with the national ADViSE/IRIS Network and participate in ADViSE/IRIS Network events

Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develops.

## Person specification

**ESSENTIAL**

**Knowledge**

* Knowledge and understanding of the gendered nature of DSVA
* In depth knowledge and understanding of the issues facing women, and men, who have experienced domestic violence and abuse and/or sexual violence with specific knowledge of the effects on health
* An understanding of the impact of multiple, intersecting oppressions (e.g. sexism, racism, homophobia, ableism, etc) and the consequent barriers for some survivors of DSVA to accessing health and other services
* Knowledge of options for and rights of victims and survivors of DSVA and proven ability to use in casework, including knowledge of relevant legislation relating to DSVA
* Knowledge and understanding of trauma and trauma symptoms
* In depth knowledge of training strategies and methods
* Knowledge of service evaluation and audit

**Commitment, values and ethos**

* Commitment to working with a feminist ethos
* Understanding of and commitment to equal opportunities
* A commitment to anti-oppressive practice and a commitment to challenge sexism, racism, and other forms of discrimination
* To work within the aims, objectives and ethos of TDAS (Trafford Domestic Abuse Services)
* To monitor and evaluate work
* To the value of evidence-based services

**Experience**

* At least two years’ experience of working within the DSVA sector, and where the post-holder will be supporting both female and male victims and survivors, training and/or experience in supporting both female and male victims and survivors
* Experience of conducting needs and risk assessments
* Experience of providing needs-led support to clients with a variety of support needs
* Experience of building and maintaining partnerships with other agencies
* Experience of delivering training to professionals, ideally both face to face and virtually
* Experience of project management or coordination of a service

**Skills and abilities**

* Ability to work under pressure
* Ability to plan own workload, to manage time effectively and to deal with changing and competing demands
* Ability to think creatively and show initiative
* Ability to communicate sensitively with patients who may be distressed
* Ability to establish and maintain appropriate boundaries when working with patients who are experiencing crisis
* Flexibility and good problem-solving skills
* Ability to motivate and influence people for whom you have no line management responsibility
* Ability to communicate effectively with a range of professionals
* Ability to instil confidence in health professionals and build robust relationships across all levels
* Excellent verbal and written communications skills including report writing and presentation, and including excellent spelling, punctuation and grammar
* Ability to maintain effective administrative and monitoring systems
* Proficient in word-processing, spreadsheets and databases, preferably using Microsoft Windows

**Attitude and presentation**

* Reliable and trustworthy
* Efficient and punctual
* Non-judgemental and non-directive approach to empowering patients
* Willingness to critically assess own performance and reflect on own practice

**Education, qualifications & training**

* Degree level education or similar/relevant professional qualifications
* Formal / informal training in a range of gender violence issues

**Other**

* Able to work at weekends and in evenings when required.

**The post holder must be female. Section 7 (2) (e) of the Sex Discrimination Act (1979) applies.**