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| **Service** | | **The Wish Centre** | | |
| **Job Title** | | **Operation Provide IDVA** | | |
| **Hours of Work** | | **36.25** | | |
| **Salary** | | **£26,000 - £27,100** | | |
| **Reports to** | | **IDVA manager** | | |
| **Main duties** | | * This post is based within a police station and the post holder will be working with police colleagues to safeguard victims. * Work with victims of domestic abuse to bring about real improvements to their lives. * Work with complex clients who have additional issues to manage and reduce risk * Provide support and interventions that are wholly tailored to each service user’s needs * Provide the transition into mainstream services * To identify and develop support strategies to meet the needs of victims seeking support. * Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, benefits, health and finance. | | |
| **Operating Principles** | | **The Wish Centre works to a number of principles & values when providing effective, personalised interventions for its service users. These principles apply to all roles at The Wish Centre.**  **The Wish Centre** has been delivering quality services to victims in the Blackburn & Darwen area for over 35 years. We provide specialist services to people impacted by domestic abuse to live lives free from abuse. | | |
| **Key Activities** | | 1. To liaise with appropriate services and act as a point of contact. 2. To provide assertive engagement, using a trauma informed approach, engaging with the service user and ensuring that all pathways are explored to facilitate engagement. 3. To carry out a multiple needs assessment with each client, including risk assessment, individual support plans and to research a case history with each service user. 4. To ensure that Adverse Childhood Experiences form part of the assessment. 5. To provide frequent/intensive input and recognise there may be regression as well as progress. 6. To work in partnership with other agencies and professionals who will need to be involved. 7. To follow and monitor the service user’s progress, providing input as required, to ensure the targets set on the Individual Support Plan are met. 8. To provide a service that upholds best safeguarding practice in relation to children and adults at risk. 9. Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children. 10. To develop a close network of communication, co-operation, joint work and skills exchange with other practitioners working with the service user. 11. To help evaluate and share learning and best practice with partner agencies. 12. To work as part of a team, providing cover for colleagues where necessary. 13. To undertake other tasks within the context of the post that can be reasonably required by the Operational Manager. 14. To support established/existing risk assessments framework in assessing and managing risk. 15. Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, benefits, health and finance. 16. To facilitate the service user’s journey to secondary services and other voluntary and statutory services as needed including acting as broker between secondary care services to avoid disengagement. 17. To deliver training to contribute to the development of assessment skills of other practitioners across agencies to promote more accurate identification of domestic abuse in service users with mental health / substance misuse problems. | | |
| **General terms of reference:** | | **In carrying out the above duties the post holder will:**   * Participate in appraisal, supervision and Learning & Development processes. * Keep abreast of developments in services, legislation and practice relevant to the client group. * Ensure the implementation of all **The Wish Centre** policies. * Contribute to maintaining safe systems of work and a safe environment. * Undertake other duties to support the team. * **Work flexibly across operational sites within an agreed number of hours as required maintaining the most appropriate level of service provision. This may at times dependent upon need include evening and weekend working.** * **This post requires a UK driving licence and access to a car.** * **Take responsibility for personal development and participate in regular supervision and appraisal.** * Seek to improve personal performance, contribution, knowledge and skills. | | |
| **Selection Criteria** | | | **Essential/**  **Desirable**  **E/D** | **Means of Assessment** |
| **QUALIFICATIONS:** | | | | |
| 1. | IDVA qualification or working towards an IDVA qualification | | E | A/C |
| 2. | Relevant Safeguarding qualification | | D | A/C |
| 3 | Evidence of continuing professional development | | D | A/C |
| **EXPERIENCE:** | | | | |
| 1. | Experience of working with victims of domestic abuse. | | E | A/I |
| 2. | Excellent time and resource management | | E | I |
| 3. | Experience of working with vulnerable client groups | | E | I |
| 4. | Ability to use all necessary IT including spreadsheets and database and to monitor data | | E | I |
| 5 | Experience of multi-agency and multi-disciplinary working within legislative frameworks to influence and encourage partnership working | | E | I |
| 6 | Experience of supporting clients at court | | E | I |
| 8 | Experience of attending multi-disciplinary meetings such as child protection, Marac etc | | E | I |
| **SKILLS AND KNOWLEDGE:** | | | | |
| 1. | Experience of working with service users who are impacted by mental health issues | | E | A/I |
| 2. | Experience of working with service users who are impacted by substance misuse issues | | E | A/I |
| 3 | An excellent understanding of the issues that affect victims and survivors of domestic abuse and the legal and practical remedies available to these clients. | | E | A/I |
| 4 | Knowledge of legislative requirements related to service delivery such as domestic abuse & safeguarding adults and children. | | E | AI |
| 5 | Knowledge and understanding of Trauma informed practice & ACE framework | | E | I |
| 6 | Knowledge, experience and understanding of additional issues which impact on victims/survivors from BAME communities. | | E | AI |
| 7 | Knowledge of key agencies, ability to liaise effectively and evidence of excellent partnership working | | E | I |
| 8 | Have an excellent understanding of IDVA Services and best practice when working with high-risk victims of domestic abuse | | E | I |
| 9 | High degree of self-motivation, ability to motivate others, initiative and flexibility | | E | I |
| 10 | Ability to communicate clearly with staff and clients, verbally and in writing. Experience of report writing | | E | A/I |
| 11 | Computer literate in respect of Word Processing, excel, access, PowerPoint and other applications. | | E | A/I/T |
| 12 | High standards of personal integrity, probity and professionalism | | E | I |
| 13 | Excellent understanding and knowledge of GDPR | | E | I |

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| **Personal Qualities** | | | |
| 1 | Be compassionate and empathetic with your client’s situation. | E | I |
| 2 | Show initiative and be proactive when managing your case load and interacting with your clients and agencies you’re working with. | E | I |
| 3 | Act with integrity and respect when working with all clients, agencies and individuals. | E | I |
| 4 | Work flexibly as part of a team, and ensure the smooth running of the project in line with Wish Centre’s policies and procedures | E | I |
| 5 | Motivate individuals and agencies to move through courses of action and decision making processes. | E | I |
| 6 | To work on a flexible basis with some unsociable hours to meet the needs of the project | E | I |

**This post is subject to a Disclosure and Barring Service check at an enhanced level. Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation. *Equality Act 2010 Schedule 9 Part 1 applies***