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| **Title** | **Domestic Abuse Advisor / Triage Worker** |
| **Location** | **The Wish Centre, Blackburn** |
| **Salary** | **£26,500** |
| **Hours of Work** | **36.25 hours** |
| **Reports to**  | **IDVA Manager** |
| **Main duties**  | * Provide a triage service to referrals by providing advice, information and signposting services.
* Work with victims of domestic abuse to bring about real improvements to their lives.
* Provide support and clinical 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.
* To support service users wishing to access refuge /dispersed housing accommodation and ensure safety plans are in place.
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| **Operating Principles** | **The Wish Centre works within a number of principles and 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 residents of the borough and support victims and their families to live lives free from abuse. |
| **Key Activities** | 1. To provide assertive engagement, using a trauma informed approach, engaging with the service user and ensuring that all pathways are explored to facilitate engagement.
2. 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.
3. To ensure that Adverse Childhood Experiences form part of the assessment.
4. Working at the WISH Centre, provide advice and support to service users contacting us via the helpline.
5. Complete all related administrative tasks and work actively in recording statistical information, ensuring accurate and confidential records are maintained.
6. To work in partnership with other agencies and professionals who will need to be involved to ensure service users’ safety and liaise with colleagues to gather all appropriate information.
7. To provide a service that upholds best safeguarding practice in relation to children and adults at risk.
8. Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children.
9. To develop a close network of communication, co-operation, joint work and skills exchange with other practitioners working with the service user.
10. To help evaluate and share learning and best practice with partner agencies.
11. Attend supervision sessions with Line Manager and provide and undertake training as appropriate.
12. Participate in relevant external networking meetings.
13. To work as part of a team, providing cover for colleagues where necessary.
14. To support established/existing risk assessments framework in assessing and managing risk.
15. 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.
16. To undertake any other duties as requested by the Line Manager in pursuit of the aims of The Wish Centre.
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| **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 and procedures.
* 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.
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| **Selection Criteria** | **Essential/****Desirable****E/D** | **Means of Assessment** |
| **QUALIFICATIONS:** |
| 1. | IDVA qualification or working towards an IDVA qualification | D | A/I  |
| 2. | Relevant Safeguarding qualification  | D | A/I |
| 3. | Evidence of continuing professional development | D | A/I |
| 4. | Social Work, Teaching, Early Years, Youth Work, Health or equivalent in a related field to NVQ Level 3 or extensive experience of working in a setting where the management of risk has been at the forefront of services offered | D | A/I |
| **EXPERIENCE:** |
| 1. | Extensive experience of working with victims or potential victims of domestic abuse with a proven track record of working within the field of advice and guidance.  | E | A/I |
| 2. | Excellent time and resource management.  | E | I |
| 3. | Experience of working with vulnerable client groups and evidence of assessment work, managing risk and safety planning. | E | A/I |
| 4. | Experience of delivering a frontline advice service to women and men. | D | I |
| 5. | Ability to use all necessary IT including spreadsheets and database and to monitor data with the preparation of clear, well ordered and concise reports. | E | I |
| 6. | Experience of multi-agency and multi-disciplinary working within legislative frameworks to influence and encourage partnership working. | E | I |
| 7. | Experience of supporting clients at court.  | D | I |
| 8. | Experience of attending multi-disciplinary meetings such as child protection, Marac etc. | D | I |
| **SKILLS AND KNOWLEDGE:** |
| 1. | Experience of working with service users who are impacted by mental health issues.  | D | A/I |
| 2. | Experience of working with service users who are impacted by substance misuse issues.  | D | A/I |
| 3. | Experience of safeguarding children, young people and vulnerable adults. | D | A/I |
| 4. | An excellent understanding of the issues that affect victims and survivors of domestic abuse and the legal and practical remedies available to these clients.  | D | A/I |
| 5. | Working knowledge of welfare benefits and legal solutions regarding abusive situations and relevant services for victims of abuse. | E | A/I |
| 6. | Knowledge of legislative requirements related to service delivery such as domestic abuse & safeguarding adults and children.  | D | AI |
| 7. | Knowledge and understanding of Trauma informed practice & ACE framework. Extensive knowledge of risk indicators, safety planning and recovery solutions. | E | I |
| 8. | Knowledge, experience and understanding of additional issues which impact on victims/survivors from BAME communities. | D | AI |
| 9. | Knowledge of key agencies, ability to liaise effectively and evidence of excellent partnership working. | E | I |
| 10. | Have an excellent understanding of IDVA Services and best practice when working with high-risk victims of domestic abuse. | D | I |
| 11. | High degree of self-motivation, ability to motivate others, initiative and flexibility.  | E | I |
| 12. | Ability to communicate clearly with staff and clients, verbally and in writing. Experience of report writing.  | E | A/I |
| 13. | Computer literate in respect of Word Processing, excel, access, PowerPoint, email and other applications.  | E | A/I/T |
| 14. | High standards of personal integrity, probity and professionalism.  | E | I |
| 15. | 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. | Be approachable, supportive and engaging, with the ability to communicate both sensitively and calmly in difficult situations. | E | I |
| 3. | Show initiative and be proactive when managing your case load and interacting with your clients and agencies you’re working with.  | E | I |
| 4. | ***Leading Others -*** Take a leadership role within the team when appropriate and support colleagues and share good practice. | E | I |
| 5. | ***Innovation –*** Identify areas for improvement and take action to achieve desired and agreed outcomes. Be willing to work in a flexible way to maintain and improve quality standards. | E | I |
| 6. | ***Communicating with Others –*** Communicate with others both internally and externally on day-to-day matters. Communicate information about the services provided both verbally and in written form. Present information in a clear, accessible manner. | E | I |
| 7. | ***Building and Maintaining Partnerships –*** Relate well to others, internal and external and take an active part in team meetings. | E | I |
| 8. | ***Managing Resources –*** Use resources efficiently. Share timely and accurate information with others. | E | I |
| 9. | ***Providing Service to Others –*** Build and maintain good levels of service. Ensure service delivery reflects the needs of stakeholders. Recognise and value diverse and different perspectives. | E | I |
| 10. | ***Managing Yourself -*** Make decisions confidently. Manage own learning. Take pride in achieving results. | E | I |
| 11. | ***Agreeing and Meeting Targets –*** Propose targets and standards for the role. Plan day-to-day activities. Work under supervision. | E | I |
| 12. | Act with integrity and respect when working with all clients, agencies and individuals with the ability to co-work with colleagues both internally and externally.  | E | I |
| 13. | 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 |
| 14. | Motivate individuals and agencies to move through courses of action and decision-making processes. | E | I |
| 15. | 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***