## Role information

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| Job Title: | Domestic Abuse Advocate | Travel Required: | Must be able to travel across sites  Car required |
| Location: | Sandwell | Position Type: | Front Line Support |
| Service area: | Domestic Violence and Abuse Community Support Services | Level/Salary Range: | £19,968 - £21936 |
| Responsible to: | Regional Head of Domestic Violence and Abuse Support Services | Working Hours | 37.5 hours |
| Special Conditions | | | |
| Occasional evening work  May require some work outside of normal office hours  Time off In Lieu  Mileage allowance | | | |
| Job Brief | | | |
| Black Country Women’s Aid (BCWA) Domestic Abuse Support Service is a specialist service supporting victims of domestic violence and abuse. The service covers the Black Country Areas of Sandwell, Dudley and Walsall through a range of contracted/commissioning arrangements. Over the years there have been significant improvements in the reporting of domestic abuse and as a result volumes have increased.  This is a challenging role that requires a timely response to victims of violence and abuse and stakeholders.  BCWA is looking for someone who can demonstrate empathy and compassion to the challenges that victims of violence and abuse face and create dynamic solutions and interventions tom reduce the abuse and help victims rebuild their confidence, self-belief and choices. You must have direct experience of working with vulnerable people, preferably victims, and be nonjudgmental and confident in working with evidence based interventions that includes one to one and group work. You will be allocated a caseload and you will be responsible for all aspects of case management including risk assessment, needs assessment, support planning, and consultation involvement. You will be involved in regular reviews of your cases and quality of service delivery. You will be required to describe the impact of your interventions and measure outcomes.  You will be required to work within the BCWA infrastructure to support victims of violence and abuse including Independent Domestic Abuse Advisers (IDVA’s) Independent Sexual Violence Advisers (ISVA’s), Independent Stalking Advocacy Caseworker (ISAC), counsellors as well as external professionals and partners.  You will be required to work within the local risk management frameworks such as Multi agency risk assessment conference ( MARAC), child and adult safeguarding procedures etc. | | | |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for.  Domestic Abuse Advocates must possess the leadership, skills and commitment to challenge abuse and violence within our society acknowledging that victims are faced with many barriers to living free from violence and abuse. Victims of violence are at the heart of everything we do.  BCWA listens, supports and cares |
| Commitment to safeguarding | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** | |
| 1 | To work within the organisations quality assurance framework and ensure we provide a quality service to victims of domestic abuse |
| 2 | To develop innovative ways of working with victims of interpersonal violence based on good practice and evidence based research. |
| 3 | Have an excellent over view and understanding of all aspects of domestic abuse, sexual violence and trafficking to be able to advise agencies and clients of services and support available and their referral pathways. |
| 4 | To develop and maintain a culture and systems that promote equality and value diversity and offer empathy to victims of interpersonal violence |
| 5 | To support/supervise social work students as required |
| 6 | To be compliant with GDPR procedures and principles |
| 7 | To represent the organisation positively contributing to local, regional and national strategy and events; |
| 8 | Work with senior employees to prepare services for externally assessed quality standards; |
| 9 | To work within the aims and objectives Black Country Women’s Aid. |

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| **Governance** | |
| 1 | Reporting to the Regional Head of Domestic Abuse Community Services as required and producing regular reports in accordance with an agreed schedule and performance requirements  Attendance at relevant meetings |
| 2 | Assistance in preparing reports to stakeholders and funders ensuring that monitoring and statistical information is kept up to date, accurate and in line with BCWA policies and procedures |
| 3 | To ensure effective communication across all services to update and inform about the domestic abuse services and ensure that the Service Manager is informed at all times of any issues that affect the effective delivery services within this service. |
| 4 | To ensure implementation and compliant of BCWA policies and procedures across domestic abuse services |

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| **Principle Duties** | |
| 1 | Work within the Domestic violence and abuse community team working across Sandwell providing support through Sandwell’s Early help teams called COG (Community Operating Groups) to support victims of domestic violence in particular families |
| 2 | Manage a case load which includes all aspects of case management including, risk assessment, needs assessment, support planning, outcomes and case review |
| 3 | To keep case management databases and systems up to date with relevant information ensuring working to agreed time scales |
| 4 | To be integral to the Team Around the Family TAF process/ discussion, attend relevant meetings and work in a proactive way to support the family |
| 5 | Ensure active participation in the Early Help system/ECaf system |
| 6 | Facilitate support groups such as the freedom programme and you me and mum to victims of domestic abuse to help them understand the impact of abuse on their children |
| 7 | Involve and encourage service user feedback and consultation in all aspects of the service. |
| 8 | To undertake risk assessments in line with the principles of safelives |
| 9 | To ensure that all practice is delivered within the framework of Safeguarding Adults and Children |
| 10 | To offer general awareness of healthy/unhealthy relationships in a variety of settings to reduce risk, prevent abuse, challenge behaviors and provide support. |
| 11 | To build relationships with stakeholders and ensure appropriate sharing of information in accordance with BCWA policies and procedures. Working directly with all key agency partners to ensure that children and young people plans are coordinated and information is shared effectively and appropriately. |
| 12 | To ensure that the BCWA case management systems are accurately completed in accordance with policy and procedures assessing risk assessed and ensuring safety focused individual support/ management plans. |
| 13 | Ensuring that the overall quality of service is working within external/ national standards |
| 14 | To participate in developing partnerships and networks within and beyond BCWA. This will include the preparation and presentation of reports and plans. |
| 15 | To ensure that all work is compliant with BCWA GDPR and Information Security policy and procedures. |

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| **General Duties** | |
| 1 | To ensure the heads of relevant services are informed at all times of any issues that affect the effectiveness of your work or the service |
| 2 | To undertake performance management reporting within agreed timetables such as 6 weekly Board Meetings and monthly Management Meetings. |
| 3 | Attendance at regular case review meetings |
| 4 | To be fully compliant and remain up to date with BCWA’s policies and Case Management procedures and uphold standards of best practice. To remain up to date and compliant with local and regional operational protocols and national legislation and emerging evidence. |
| 5 | To develop, maintain and represent positive, collaborative working relationships with all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 6 | To attend all meetings or training as required, attend monthly supervision sessions, and appraisals |
| 7 | To participate in BCWA performance management processes providing robust outcomes and evaluation reports on progress within the role. To participate in target setting within the role and work to established targets. |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with** | |
| 1 | \*\*All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions. |
| 2 | You are responsible to ensure children and young people you work with are safeguarded, this includes following BCWA safeguarding policies and procedures and feeding any concerns into your line manager or designated safeguarding lead |

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| **Important information** | |
| 1 | This job description will be subject to review as part of the annual appraisal process. The post holder will be expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting then welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Executive Director may feel necessary from time to time |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.  The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

# Person Specification

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| **Qualifications and Experience: You are required to:** | |
| 1 | Minimum level 3 qualification in a related field |
| 2 | Relevant previous or current employment/ work experience |
| 3 | Experience of working with vulnerable adults and children |
| 4 | Experience of working with victims and/ or survivors of domestic abuse |
| 5 | Significant proven experience of providing direct emotional practical and welfare support to vulnerable people |
| 6 | Experience of identifying and responding to the risks to and needs of victims/survivors of domestic violence |
| 7 | Experience of working in a community setting/ refuge/women’s advice centre or other relevant agency |
| 8 | Extensive experience of sensitively assessing and responding to the needs and risks of women and children experiencing domestic violence |
| 9 | Experience of managing a caseload of vulnerable women |
| 10 | Experience of managing the security and well-being of survivors of domestic violence |
| 11 | Experience of managing complex casework, including issues such as child abuse, mental health, substance abuse, working with trauma in adults and children and crisis intervention |
| 12 | Proven experience of safeguarding children and vulnerable adults |
| 13 | Proven experience of advocating for clients |
| 14 | Experience of preparing effective reports for case conferences or similar proceedings in which women and children may be involve |
| **Knowledge: You are required to:** | |
| 1 | Taking referrals for services, which will involve, Gathering information regarding the victim/survivor and their circumstances, assessing the information, agreeing needs and identifying risk, understanding the right service to refer on to. |
| 2 | Have an excellent understanding and working practice of undertaking risk assessments and understanding the nature of domestic and sexual violence |
| 3 | Designated responsibility for Information Security policy and procedure |
| 4 | Work within the organisation’s health and safety, Lone working, information sharing and safeguarding arrangements |
| 5 | Facilitate group work with victims of domestic abuse |
|  | To work in a person centred way to undertake one to one work looking at areas such as confidentiality, the impact of domestic abuse, safety planning |
|  | Work within the criminal justice service to support clients through court and with any civil or criminal proceedings |

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| **Skills/ and abilities: You are required to:** | |
| 1 | A commitment to the work and philosophy of supporting victims/ survivors of interpersonal violence and to the philosophy of Black Country Women’s Aid  Knowledge of the dynamics and impact of domestic violence and how best to support survivors including addressing homelessness among women and children |
| 2 | Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic violence |
| 3 | Evidence of the ability to build and develop supportive relationships with abused women and their children maintaining professional boundaries |
| 4 | Evidence of the ability to build effective relationships, both internally and externally, showing sensitivity for others’ viewpoints and valuing diversity |
| 5 | Evidence of the ability to provide, non-judgmental, non-directive and confidential support to women to take control of their lives and set realistic objectives and goals |
| 6 | Evidence of the ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient |
| 7 | Evidence of the ability to take responsibility for own actions and behaviour being able to reflect on previous experiences to improve own practice |
| 8 | Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent |
| 9 | Evidence of the ability to work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required |
| 10 | Evidence of ability to plan and prioritise work activities |
| 11 | Demonstrable ability to use Microsoft Office (word, excel, outlook, access) and the internet |
| 12 | Ability to drive and possession of a clean driving license |
| **Character and Personal qualities: You will be required to:** | |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on young people’s lives |
| 2 | Confident, assertive, positive individual committed to helping children and young people achieve their potential and representing everything that Black Country Women’s Aid standards for |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering children and young people |
| 4 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others |
| 5 | Confident to challenge practice in a constructive and solution focused way and where necessary take formal action |
| 6 | Organised and efficient and able to manage time/tasks effectively and respond to immediate pressures |
| **Other Requirements: You will be required to:** | |
| 1 | Have a current driving license and access to a vehicle |
| 2 | Be willing to work unsociable hours, including evenings and late nights |
| 3 | Be eligible to work in the UK |

# Version control and Sign off

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| Job Description produced by: | Raj Lagan  Regional Head of Domestic Abuse Services | Date Produced | 29.04.2019 |
| Job Description reviewed by: | Sara Ward  Executive Director | Date reviewed | 07/08/18 |
| Job Description approved by: |  | Date Approved |  |