## Role information

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| Job Title: | A&E IDVA | Travel Required: | Must be able to travel across sites  Car required |
| Location: | Russell’s Hall Hospital | Position Type: | Front Line Support |
| Service area: | Domestic Abuse | Level/Salary Range: | £19,968 - £21936 |
| Responsible to: | Head of Domestic Abuse Services | Working Hours | 37.5 hours |
| Special Conditions | | | |
| Occasional evening work  Weekend working (minimum one Saturday a month)  May require some work outside of normal office hours  Time off In Lieu  Mileage allowance | | | |
| Job Brief | | | |
| To work within BCWA’s new pilot project which aims to improve responses to victims of domestic abuse and other interpersonal violence attending Accident & Emergency Services in Dudley.  You will be required to provide a high-quality service to victims of domestic abuse and other interpersonal violence (rape and sexual violence, child sexual exploitation, honour based violence, forced marriage and FGM) accessing Accident & Emergency Services.  To provide advice and support at point of crisis and make appropriate safeguarding and ongoing & onward support referrals, someone who has experience of case management including, risk assessment, needs assessment, support planning. | | | |
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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.  The (position) 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 | Formal reporting to the Senior Management Team in accordance with the Board/ Company meeting schedules and any other reports as deemed necessary by the Executive Director/ Board members |
| 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 | Improve identification of victims of interpersonal violence, whether or not they make an initial disclosure at check-in, through IDVAs’ professional experience, SWA database, and asking the right questions at the right time. |
| 2 | Improve response to victims of interpersonal violence, making A&E a safe space where support is provided, choices are offered for immediate safeguarding and ongoing support. |
| 3 | To provide a high quality frontline service to victims of domestic abuse (DV) and other interpersonal violence (rape and sexual violence (SV), historical childhood sexual abuse, honour based violence (HBV), forced marriage (FM), Female genital mutilation (FGM), child sexual exploitation (CSE) and historical abuse) presenting at Accident & Emergency Services. |
| 4 | To provide direct support to A&E staff in identifying victims of abuse and violence. |
| 5 | To provide on-the-spot advice, support and safety planning to victims of abuse and violence at the point of crisis in A&E. |
| 6 | Conduct comprehensive risk assessments with victims of abuse (CAADA DASH/NWG CSE screening tool, BST Barnardos screening tool). |
| 7 | Provide immediate referral into BCWA’s specialist support services encompassing refuge and community support around issues of DV, SV, CSE, HBV, FM, FGM, for ongoing support and safeguarding. |
| 8 | Support clients to access 24 hour refuge where necessary to act quickly to keep victims safe and reduce bed blocking. |
| 9 | Undertake safeguarding assessments, and where needed to make referrals to safeguarding children and vulnerable adults. |
| 10 | Provide effective consistent presence in A&E to advocate for the pilot, develop effective partnerships with clinical staff, help improve clinical staff’s understanding of, recognition of, and confidence to deal with issues of interpersonal violence. |
| 11 | Prepare reports to feed into MARAC and other operational safeguarding forums. |
| 12 | Maintain effective case management from the point of identification until the case has been referred to additional services, including comprehensive case notes. |
| 13 | 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. |
| 14 | Attend regular case management meetings, supervision and feed into performance management systems to improve quality of work and services for victims of interpersonal violence |
| 15 | To participate in developing partnerships and networks within and beyond BCWA. This will include the preparation and presentation of reports and plans. |
| 16 | To ensure that all work is compliant with BCWA GDPR and Information Security policy and procedures. |

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| **General Duties** | |
| 1 | Understanding that victims and patients do not see local authority borders, and to work to help join up the picture of cross authority working |
| 2 | Attend health review meetings to exchanging information on exit pathways from A&E into other health services, auditing outcomes, identifying gaps in support/missed opportunities e.g. where victims’ coping strategies could have been picked up at GP stage, before escalation to A&E level |
| 3 | Active involvement to help improve data capture within A&E, ensuring that patients attending due to domestic abuse (and other interpersonal violence) issues are accurately identified and recorded as such, to improve the visibility of the issues and quality of information. |
| 4 | Improve information sharing and capture to help safeguard victims and align with local safeguarding strategy and structures |
| 5 | Facilitate Trust’s alignment with national best practice on response to victims of violence through: supporting the implementation of NICE guidance; training; supporting staff to develop good practice. |
| 6 | Contribute to regular reporting through local fora at operational levels |
| 7 | To work in partnership with the BCWA A&E team and clinical staff to use both SWA database and the trust database to maximise reporting. |
| 8 | To contribute to a regular reporting cycle as required, including evaluations and audits, case studies, reports to funders, commissioners and BCWA senior management team. |
| 8 | Any other duties which the Executive Director may feel necessary from time to time |

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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 | Good standard of general education or relevant experience |
| 2 | Experience of identifying and responding to the risks to and needs of victims/survivors of domestic violence |
| 3 | Experience of working as a frontline worker 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 |  |
| Job Description approved by: |  | Date Approved |  |