## Role information

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| Job Title: | Multi-Agency Safeguarding Hub (MASH) Independent Domestic Violence Advocate | Travel Required: | Travel required between sites |
| Location: | Sandwell  To be based at Oldbury council House | Position Type: | Full Time |
| Service area: | Domestic Violence and Abuse Community Support Services | Level/Salary Range: | £ 20,849 – £22,932 depending upon experience |
| Responsible to: | Regional Head of Domestic Violence Community services | Working Hours | 37.5 Hours per week  Out of hours work may be required on occasions |
| Special Conditions | | | |
| * Mileage allowance * Full driving license with willingness to use own car * Need to be flexible and responsive to client/ partnership requirements * Working within a statutory office space with statutory and non-statutory partners * Must be able to meet high levels of security checks * Day to day supervision is via the MASH Manager who maintains oversight of the MASH processes and decision making. | | | |
| Job Brief | | | |
| Black Country Women’s Aid (BCWA) Community Domestic Violence and Abuse Community 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 into the BCWA services. This role is to share with partners an understanding of domestic abuse, its impact and complexity and represent the victims with children following an incidence and a report to the police. Incidents will typically have happened within the previous 24/48 hours. The MASH team will receive all police notifications and the MASH IDVA is required to be part of a multi-agency (police, social care, health professionals) team making high level decisions about the support, safety and protection appropriate for the victim/ family. Decisions made within this space are recorded and agencies held accountable. The role is fast pacing and target driven with no delays for decision making or access to information/services. Decisions made in this space impact upon the referrals to the BCWA community team.  Clear and accurate instructions of risk assessments, safeguarding plans, initial support plans suggested actions and interventions are required to ensure the victim and their family is fully supported and the support coordinated. There is no direct work with victims whilst working within the MASH.  The main focus of this role is to be an access route for referrals coming in to the domestic abuse service, working together with BCWA Single Point of Contact (SPOC) and the IDVA’s and Advocates for continuity and coordination.  This is a challenging role that requires high level organisation skills, good judgment, professional attitude, confident decision making, excellent interpersonal skills with a focus on and commitment to providing a pro-active, medium to long term crisis intervention service through evidence support. | | | |

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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 domestic abuse advocate 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 | BCWA is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to respond to the needs and interests of children and families. BCWA expects all staff to have a clear understanding and comply with the  organisation’s safeguarding policies and procedures at all times , and to  work effectively with  partner agencies to  safeguard  adults, children and families. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** | |
| 1 | To be responsible for delivery and implementation of professional services that incorporate supportive and preventative strategies to equip service users/ victims/ survivors to keep them safe and free from abuse |
| 2 | To be compliant with GDPR procedures and principles |
| 3 | To develop innovative ways of working with victims of domestic abuse based on good practice and evidence based research. |
| 3 | To be an active participant of the organisational strategic plan taking an active role in developing The Community Domestic Abuse Services Service plan to meet overall objectives; |
| 4 | To represent the organisation positively contributing to local, regional and national strategy and events; |
| 5 | Work with senior employees to prepare services for externally assessed quality standards; |
| 6 | To contribute to the development of a culture and systems that promote equality and value diversity; |
| 7 | To ensure that the Community Domestic Abuse Support Services offer is integrated internally and externally; |
| 8 | To work within the aims and objectives Black Country Women’s Aid. |

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| **Governance** | |
| 1 | Reporting to the Regional Head of Community Domestic Abuse Services as required producing regular reports in accordance with an agreed schedule and performance requirements  Attendance at relevant meetings including management meetings and relevant stakeholder meetings |
| 2 | Reporting to Regional Head of Community Domestic Abuse Services in line with the contract/ Service plan |
| 3 | Assistance in preparing reports by the accurate inputting of data and case records so that stakeholders and funders are able to receive the essential monitoring and statistical information as well as for internal analytical purposes. All records must be kept up to date, accurate and in line with BCWA policies and procedures |
| 4 | To ensure effective communication across all services to update and inform about the service work and ensure that the Regional Head of Community Domestic Abuse Service is informed at all times of any issues that affect the effective delivery services within this service. |
| 5 | To ensure implementation and compliant of BCWA policies and procedures across the community domestic abuse services. |

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| **Principle Duties** | |
| 1 | To be located in the Multi Agency Safeguarding Hub (MASH) providing day to day domestic abuse expertise for  a)cases where domestic abuse is a risk a factor on multi-agency referral  b) Police call outs to incidents of domestic abuse referred/ discussed within the MASH  This role will include coordinating referrals into BCWA domestic abuse service, assessing risk and need prior to setting tasks for the domestic abuse team. |
| 2 | Where determined by the Regional Head of Community Domestic Abuse Services act as representative of the service providing up to date accurate reporting on the work against the commissioned aims and objectives. This may include providing statistical data analysing throughput and reporting trends |
| 3 | To ensure data is collated daily, outcomes are recorded, actions are sent in a timely & secure manner and to provide data for quarterly reporting. |
| 4 | To triage calls & obtain consent where required & directed by the MASH Manager |
| 5 | To deliver training and development as required to both internal and external partners/candidates |
| 6 | To be part of a team that is responsible for the delivery an effective system of regular contract, care and support to victims of domestic violence and abuse and delivering support to reduce the risk of further/future abuse. |
| 7 | To recognise, respect and address the needs of victims who face particular barriers when seeking help to access the advocacy service, including those from hard to reach groups. |
| 8 | To identify & address the complex and multiple needs of victims (and their children) with an aim to promote: confidence; independence; safety and security; and life after violence and abuse. |
| 9 | To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the Senior IDVA/HOS, or if unavailable another manager/senior |
| 10 | To attend regular case review meetings in order to communicate information regarding cases and in particular share information around high risk cases |
| 11 | To deliver group interventions for victims of violence and abuse including Power to Change, Freedom Programme and You and Me Mum (this list is not exhaustive) upon request. |
| 12 | To work within the agreed timescales and KPI’s as per the standards of BCWA and commissioning/contracting requirements and signposting as appropriate to specialist agencies and advice providers |
| 13 | To Identify & create solutions to meet individual needs of victims through MASH addressing emotional and practical support and advocacy needs.. Support and methodology should be specific/varied to meet individual needs including risk assessment and management plans with a goal to reduce the risk level and increase safety. |
| 14 | Prioritise high risk cases & ensuring actions are looking at the short to medium term crisis intervention service through individual safety planning and risk assessment. |
| 15 | Advocate for victims with agencies/stakeholders who can also help to address the domestic abuse either from an adult or child perspective |
| 16 | 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 work with victims is coordinated and information is shared effectively and appropriately. |
| 17 | To develop and encourage clients to become involved in communication and consultation mechanisms to ensure that future service developments are reflective of the changing needs of clients accessing this service |
| 18 | To be responsible for the everyday administration and health and safety of refuge/outreach clients, explaining where applicable the license agreement, support contract and house rules. |
| 19 | Ensuring that the overall quality of service is working within external/ national standards |
| 20 | Ensuring that your practice meet health and safety standards in accordance with BCWA policy and procedures when working at different sites including non BCWA sites and use of relevant equipment |
| 21 | To remain up to date and compliant with local and regional operational protocols and national legislation and emerging evidence. |

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| **General Duties** | |
| 1 | Record accurately case notes and records to a high level and within requirements of Data protection principles and the GDPR |
| 2 | 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. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with all Black Country Women’s Aid staff, both locally and across the wider organisation, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings or training as requested by the Regional Head of Community Domestic Abuse Services. To attend monthly supervision sessions and appraisals |
| 5 | To participate in Black Country Women’s Aid 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. |
| 6 | Remain up to date and compliant with all organisational policies, procedures and professional codes of conduct 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. |
| 7 | To attend and/or arrange strategic and/ or operational meetings as necessary |
| 8 | To be a proactive enthusiastic member of the team contributing to the requirements of the contract and related targets and commitments (funders/ commissioned services). |
| 9 | To participate in fundraising and community development activities as scheduled throughout the year |
| 10 | To strictly adhere to and be compliant with Case Management Policies |
| 11 | Any other duties which the Chief Executive 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 | All BCWA employees are responsible for the safety of vulnerable adults; children and young people within BCWA service either as direct or indirect victim of abuse. Employees must adhere to all policies and procedures including local safeguarding procedures. Concerns identified must be  reported and recorded accurately to your line manager  All BCWA employees are required to work within professional boundaries and ensure that their role and responsibilities are explained and understood including action take where concerns arise.  All BCWA employees are expected to take the lead where necessary, attend meetings, share relevant information and respond efficiently, timely and accurately to safeguard and work in collaboration with agencies |

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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 | 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 | Educated to minimum Level 3 or equivalent, with a good level of experience in Health and social care, accredited IDVA qualification or similar  GCSEs English and Mathematics – Grade C or above  *If not SafeLives accredited must be willing to undertake relevant study* |
| 2 | Experience in delivering training *(preferably a teaching accreditation or willing to take a teaching accreditation)* |
| 3 | Experience of supervising/ managing staff, students, volunteers |
| 4 | Experiencing of working within a supportive setting for vulnerable people providing direct support an a needs led service undertaking risk and needs assessment and support planning |
| 5 | Experience in facilitating group work |
| 6 | Experience of working in a professional environment, representing a company/self professionally and managing a caseload |
| 7 | Experiencing of working within a busy office environment with competing demands and being able to prioritise and organize workloads |
| 8 | Experience of effective communication over the phone and face to face |
| 9 | Experience of working within a supportive setting for vulnerable people, homelessness/destitution managing complex casework, including issues such as child abuse, mental health, substance abuse, working with trauma in adults and children and crisis intervention |
| 10 | Experience of working within formal contracting environment delivering/achieving against a specification and performance targets |
| 11 | Experience of working/liaising within a multiagency setting with a range of stakeholders and representing clients/organization at external meetings. |
| 12 | Experience of taking referrals for services, 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. |
| 13 | Experience of preparing accurate reports for formal setting such as MARAC,case conferences or similar proceedings |
| 14 | Experience of obtaining feedback from stakeholders for future service improvements |
| 15 | Experience of using IT as part of day to day functions including databases, excel and other programmes including using analysing and monitoring data |

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| **Knowledge: You are required to:** | |
| 1 | Have a good understanding of how to manage/support teams of people to motivate and get the best outcome for all. |
| 2 | Have experience of creating a positive culture for staff addressing any immediate issues as they arise |
| 3 | Have knowledge of the indicators and dynamic of domestic abuse from both an adult and child perspective and other forms of interpersonal violence including barriers to accessing services and seeking help. |
| 4 | Have an adequate and comprehensive level of knowledge of relevant legislation, government policy and good practice requirements, particularly in safeguarding children and adults, homelessness, immigration and cultural diversity |
| 5 | Have knowledge of complex needs including problematic substance use and harm reducing interventions. |
| 6 | Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children. |
| 7 | Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children. |
| 8 | Have knowledge of legislation, access to public funds and other entitlements relevant to this client group/vulnerable/homeless people. |
| 9 | Have knowledge and experience of applying of Health and Safety, GDPR compliance and management |

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| **Skills/ and abilities: You are required to have :** | |
| 1 | Excellent communication skills with the ability to communicate effectively   * with colleagues * with service users and statutory, voluntary and other stakeholders * verbally and in writing * Advocating for service users, raising awareness of gender violence issues and representing Black Country Women’s Aid. |
|  | Worked in a person centred way to undertake one to one work looking at areas such as confidentiality, the impact of domestic abuse, safety planning |
| 2 | Ability to offer brief and longer term interventions to maximise engagement and use evidence based techniques such as motivational interviewing to engage with victims and stakeholders |
| 3 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent |
| 4 | Ability to work independently and within a team manage the daily throughput, meet targets and deadlines, problem-solve and respond to unplanned demands |
| 5 | Ability to develop supportive relationships with clear boundaries with vulnerable people in a non-judgmental way showing sensitivity for others’ viewpoints and valuing diversity. |
| 6 | Ability to interpret information regarding victims in a way to help them make informed decisions |
| 7 | Ability to meet deadlines and work to targets as the information has to be processed and actioned within very short time scales |
| 8 | Demonstrate ability to plan and prioritise a variety of work activities and respond to change |
| 9 | A broad base of basic administrative skills including; Word, Powerpoint, Excel and using databases |
| 10 | Ability to work in a multi-agency way, communicating effectively with other agencies through telephone, face to face and written reports. |
| 11 | Maintaining professional boundaries and knowing when to seek management guidance and support when required. Self-care is vital. |

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| **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 people’s lives |
| 2 | Confident, assertive, positive individual committed to helping people achieve their potential and representing everything that Black Country Women’s Aid standards for |
| 3 | Show initiative and be proactive when managing your work load and interacting with your clients and agencies you’re working with. |
| 4 | Non-judgmental, non-directive and anti-discriminatory approach to empowering women |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others. |
| 6 | Confident to challenge practice in a constructive and solution focused way and where necessary take formal action |
| 7 | Highly organized and efficient and able to manage time/tasks effectively and respond to immediate pressures |
| 8 | Work flexibly as part of a team |

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| **Other Requirements: You will be required to:** | |
| 1 | Have a current driving license and access to a vehicle |
| 2 | Able to work at evenings and weekends occasionally when required |
| 3 | Be eligible to work in the UK |

**Version control and Sign off**

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| Job Description produced by: | Raj Lagan | Date Produced | 08.11.2018 |
| Job Description reviewed by: |  | Date reviewed |  |
| Job Description approved by: |  | Date Approved |  |