## Role information

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| Job Title: | Regional Court Advocate | Travel Required: | Yes – driving would be essential |
| Location: | Black Country | Position Type: | Front Line Support |
| Service area: | Domestic Abuse Community Service | Level/Salary Range: | £19,968 – £20,849 |
| Responsible to: | Regional Head of Domestic Abuse Services | Working Hours | 9.00am – 5.00pm Monday - Friday  37.5 hours per week (flexibility required) |
| Special Conditions | | | |
| Mileage and parking allowance (if appropriate). Out of hours work may be required on occasion. | | | |
| Job Brief | | | |
| To provide a high quality front line service to victims of domestic abuse through the criminal justice system. You will be supporting those at highest risk, working within a multi-agency framework consisting of MARAC and local partnership responses to domestic abuse.  To provide support to victims who are going through the magistrates court, offering them practical support, advice and guidance to ensure they have the best experience of the criminal justice system. You will act as a point of contact through the court journey liaising with internal and external agencies.  To provide advice and support at point of crisis if required, make appropriate safeguarding and ongoing & onward support referrals. The applicant will need experience of case management including, risk assessment, needs assessment, support planning and working remotely. | | | |
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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 | To provide practical and emotional support to victims of domestic abuse within the criminal justice system. To record case work accurately and ensure administration of the court caseload is always up to date |
| 2 | To communicate internally within BCWA, with victims and with partner agencies about the risks and needs of victims |
| 3 | To communicate the outcomes of court proceedings internally within BCWA, with victims and with partner agencies and to ensure that the voice of victims is heard within the criminal justice system |
| 4 | To advocate on behalf of victims before, during and after court proceedings |
| 5 | To be an ambassador for BCWA, working in partnership with other agencies to ensure an effective, coordinated community response to victims/survivors of domestic abuse and their children. |
| 6 | To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the service manager, or if unavailable another manager |
| 7 | To build effective relationships with criminal justice partner agencies and to attend appropriate inter-agency forums and meetings |
| 8 | To recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the advocacy service, including those from hard to reach groups. |
| 9 | To support the empowerment of victims/survivors, assisting them to recognise the dynamics of domestic abuse present in their own situation, and to help them regain control of their lives. |
| 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 report any problems/difficulties/complaints immediately to the line manager and participate in follow up investigations as required |
| 12 | To work within BCWA’s quality management system following all policies and procedures and provide statistical monitoring or reports as required |
| 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 | To ensure that the views and experiences of service-users and agencies are sought actively, recorded carefully, and inform the development of the service. |
| 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 do not see local authority borders, and to work to help join up the picture of cross authority working |
| 2 | To maintain the security and well-being of children and young people (and any other visitors) attending the premises, and to communicate immediately with the Head of Community Services any breaches of health and safety. |
| 3 | To be fully compliant with BCWA’s Lone Working policy at all times and to strictly adhere to and be compliant with Case Management Policies. |
| 4 | To ensure that the sharing of information with other professionals occurs within established Information Sharing Protocols and to ensure that the security of sensitive information is maintained and complies with the requirements of the Data Protection Act 1998. |
| 5 | To develop, maintain and represent positive, collaborative working relationships with all Back 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. |
| 6 | To attend all meetings or training as requested by the Head of Community Services, attend monthly supervision sessions, and quarterly appraisals. To attend and/or arrange strategic and/ or operational meetings as necessary. |
| 7 | 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. To participate in fundraising and community development activities as scheduled throughout the year |
| 8 | 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. |
| 8 | It is essential to the development of Black Country Women’s Aid service delivery that the post holder is able to respond flexibly to changes in the requirements of the post. This job description is therefore not an exhaustive list of all the responsibilities the post holder may have over time, consultation periods will be sought when changes to the job description are deemed necessary. |

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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 working remotely in the community |
| 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 adults |
| 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 if required |
|  | 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 |  |