## Role information

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| Job Title: | ISVA/CHISVA | Travel Required: | Travel Required  Car required |
| Location: | Sandwell | Position Type: | Front Line Support |
| Service area: | Sexual Violence Services | Level/Salary Range: | £22,934 |
| Responsible to: | Sexual Violence Service Manager & Senior | Working Hours | 37.5 hours |
| Special Conditions | | | |
| May require some work outside of normal office hours  Time off In Lieu  Mileage allowance | | | |
| Job Brief | | | |
| Black Country Women’s Aid (BCWA) Sexual Violence Support Service is a specialist service supporting both Adult and Child (5+) victims of sexual violence and abuse across Sandwell, Dudley, Walsall and Wolverhampton.  We are looking for a qualified ISVA/CHISVA to join our Sexual Violence & Abuse team, to cover the Black Country.  You will be working with Children, Young People and Adult victims of sexual violence and sexual abuse.  We are looking for someone who has experience of working with children, young people and adult victims/survivors of sexual violence and sexual abuse, offering one to one emotional and practical support.  We are looking for a qualified ISVA/CHISVA, however, will provide training and support for the right candidate.  BCWA is looking for someone who can demonstrate empathy and compassion to the challenges that victims of sexual violence and abuse face. The successful candidate will create age appropriate dynamic interventions to help victims/survivors rebuild their confidence, self-belief and life choices. The applicant must have direct experience of working with vulnerable people of all ages, preferably victims and survivors of crime, be non-judgmental and confident in working with evidence based interventions. You will be allocated a joint caseload of adult survivors, 18+ and Children and Young People 5-17, who have experienced sexual violence and abuse. You will be responsible for all aspects of case management including safeguarding, 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 evidence the impact of your interventions and measure outcomes.  You will be required to provide a high-quality frontline service to victims of sexual violence and sexual abuse. You will be working within a multi-agency framework consisting of the SARC, Police, Court, Schools, Social Care and local partnership responses to sexual violence and sexual abuse.  You will be required to work collaboratively with other BCWA services to ensure an integrated approach to the needs of victims and survivors of sexual violence and abuse. You will be required to work within local partnership frameworks. | | | |

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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 ISVA/CHISVA must possess strong 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 both victims and survivors of sexual violence and 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 be compliant with GDPR procedures and principles; |
| 6 | To represent the organisation positively contributing to local, regional and national strategy and events; |
| 7 | Work with senior employees to prepare services for externally assessed quality standards; |
| 8 | To work within the aims and objectives Black Country Women’s Aid. |

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| **Governance** | |
| 1 | Reporting to the Sexual Violence Service Manager & Senior 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 sexual violence and 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 sexual violence and abuse services |

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| **Principle Duties** | |
| 1 | Work within the ISVA – CHISVA team to provide support to both adult and child victims and survivors of sexual violence and abuse, providing high quality, evidence based, age appropriate, one to one interventions addressing and taking into consideration both safeguarding and individual need. |
| 2 | Manage a joint case load of both adults and children to include all aspects of case management including, safeguarding, risk assessment, needs assessment, advocacy, support planning, outcomes and case review. |
| 3 | 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. |
| 4 | To coordinate effective multi-agency approaches to intervention delivery, safeguarding, managing risk and need across partner agencies and services, statutory and non-statutory. |
| 5 | Deliver individually tailored interventions to provide age appropriate support to clients and where individual need and circumstance dictate, their families. |
| 6 | Contribute to the delivery of group programs, providing ideas and feedback from service users into all elements of service delivery and design. |
| 7 | Involve and encourage service user feedback and consultation in all aspects of the service. |
| 8 | To undertake needs and risk assessments in line with BCWA policies and procedures and delivery services in line with national best practice. |
| 9 | To ensure that all practice is delivered within the framework of Safeguarding Adults and Children |
| 10 | To build and maintain relationships with stakeholders and ensure appropriate and agreed methods of 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 when and if necessary. |
| 11 | Ensuring that the overall quality of service is working within external/ national standards, Lime Culture (ISVA National Qualification) and National Occupational Standards (NOS). |
| 12 | To participate in developing partnerships and networks within and beyond BCWA. This will include the preparation and presentation of reports and plans. |
| 13 | 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 an scheduled 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 – a BACP recognized counselling qualification is desirable but not essential. |
| 2 | Relevant previous or current employment/ work experience |
| 3 | Experience of working with vulnerable adults and children |
| 4 | Experience of working with both adult and child victims and/ or survivors of sexual violence and abuse |
| 5 | Significant proven experience of providing direct emotional, practical and welfare support to vulnerable people |
| 6 | Experience of working in a community setting/ refuge/ advice centre or other relevant agency |
| 7 | Extensive experience of sensitively assessing and responding to the needs and risks of adults and children experiencing sexual abuse and violence |
| 8 | Experience of managing a caseload of vulnerable individuals |
| 9 | Experience of managing the security and well-being of survivors of sexual violence |
| 10 | 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 |
| 11 | Proven experience of safeguarding children and vulnerable adults |
| 12 | Proven experience of advocating for clients |
| 13 | 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 appropriate service to refer on if necessary |
| 2 | Have an excellent understanding and working practice of undertaking risk assessments and understanding the nature of domestic and sexual violence |
| 3 | Have working knowledge of Adverse Childhood Experiences (ACE’s) in relation to sexual violence |
| 4. | Have a working knowledge of issues of attachment theory and children’s social/behavioral developmental milestones. |
| 4 | Work within the organisation’s health and safety, lone working, information sharing, information security and safeguarding arrangements |
| 5 | Understand the meaning and impact of trauma and take a trauma informed approach to your work |
| 6 | Having knowledge of and able to work in a trauma informed, person centered way focusing on areas such as, but not limited to, confidentiality, self-esteem, the impact of sexual violence and abuse, risk assessment and safety planning |
| 7 | Work within and have an understanding of The Criminal Justice System 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 values of Black Country Women’s Aid |
| 2 | Up to date knowledge of criminal, civil legislation in regard to sexual offences and welfare rights legislation relating to domestic and sexual violence |
| 3 | Evidence of the ability to build and develop supportive relationships with abused men or women and their children and child victims, 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 or men to take control of their lives and help 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 client |
| 7 | Evidence of the ability to take responsibility for one’s own actions and behavior, 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 clear understanding of 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 victims/survivors achieve their potential and representing everything that Black Country Women’s Aid stands for |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse |
| 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 advocate for your clients and 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 | Offer a degree of flexibility to work the occasional late clinic after 5pm until 7pm |
| 3 | Be eligible to work in the UK |

# Version control and Sign off

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| Job Description produced by: | Jennifer Lumsden-Gordon | Date Produced | 09.08.2020 |
| Job Description reviewed by: | Raveena Johal | Date reviewed | 10.08.2020 |
| Job Description approved by: |  | Date Approved |  |