## Role information

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| Job title: | Domestic Abuse Advocate | Travel required: | Travel required |
| Location: | Walsall | Position type: | Frontline support to victims of violence and abuse |
| Service area: | Community Domestic Abuse Support Service | Salary: | £20,167 - £21,057 |
| Responsible to: | Regional Domestic Abuse Manager | Working hours: | 37.5 hours  Monday-Friday 9am-5pm (7.5 hours per day) |

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| Additional requirements | Organisational benefits |
| * May require some work outside of normal office hours * Full driving license with willingness to use own vehicle * DBS check to be undertaken * Eligibility to work in the UK * Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female * The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director, such a group work and presentations * This job description will be subject to review as part of the annual appraisal process | * Mileage allowance * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 22 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service * Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days * Bi-annual staff away days * Regular internal newsletter created by staff * Time off in lieu (TOIL) when overtime is required * 5% employer contribution to pension. |

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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience. **Community Domestic Abuse Support Service** The BCWA Community Domestic Abuse Support Service supports victims of domestic violence and abuse in Sandwell, Dudley and Walsall through a range of contracted/commissioning arrangements. The service works in partnership with other services within BCWA and key agencies to assess risk and provide tailored support plans for service users. Our integrated approach provides effective holistic support for survivors of abuse. **The Domestic Abuse Advocate Job Role**  Our Domestic Abuse Advocates (DAA) provide a high quality frontline domestic abuse support service to victims assessed as standard and medium risk. DAAs hold a caseload and are responsible for all aspects of case management including, risk assessment, needs assessment, support planning, and consultation involvement. They work within a multi-agency framework, including child and adult safeguarding procedures, to support and advocate for the victim.  The role supports the empowerment of victims/survivors, assisting them to recognise the dynamics of domestic abuse in their own situation through one to one support and group work, to help them regain control of their lives.  This role requires an individual with compassion, empathy, excellent interpersonal skills and the ability to develop good partnerships with professionals. |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.  The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. 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 vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.  Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.  All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions. |
| Equality and diversity | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.  BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service. |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data.  All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** | |
| 1 | Work in conjunction with Sandwell Early Help, predominantly based in the local COG (Community Operating Groups) to support victims of domestic violence in identified families. |
| 2 | Provide direct casework support, advice, information and empowerment to individuals experiencing DVA through telephone contact and face to face meetings. |
| 3 | Advocate for and work with standard to medium risk victims of domestic abuse to help them access services to keep them and their children safe. |
| 4 | Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist. |
| 5 | Refer to and joint work with the Independent Domestic Violence Advisors (IDVAs) and other internal and external services, when cases are assessed as high risk or additional needs are identified. |
| 6 | Take referrals via drop-ins and telephone contact, gathering information regarding the victim and their circumstances, assessing the information, agreeing needs and identifying risk. |
| 7 | Attend criminal and civil court with clients when required, so that they feel supported and are aware of the process. |
| 8 | Facilitate support groups face to face and via online platforms, such as the ‘You and me, mum’ group, to empower clients and raise awareness of the dynamics of domestic abuse and the impact on children. |
| 9 | Offer general awareness of healthy/unhealthy relationships in a variety of settings to reduce risk, prevent abuse, challenge behaviours and provide support. |
| 10 | Develop good working relationships, liaise with outside agencies and be integral to the Team Around the Family (TAF) process, attending relevant multi-agency meetings and working in a proactive way to support the family. |
| 11 | Ensure active participation in the eCaf system, sharing relevant and appropriate information about cases for other involved safeguarding professionals to access. |
| 12 | To be an active member of multi-agency networks and meetings, such as child protection conferences and the monthly Town Tasking group, presenting reports and maintaining good communications with other professionals involved and advocacy for the victim. |
| 13 | Record case work accurately and ensure the administration of caseload is always up to date. |

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| **General Duties** | |
| 1 | Involve and encourage service user feedback and consultation in all aspects of the service. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role. |
| 6 | Reporting to the service manager in line with the contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 9 | To develop innovative ways of working with victims of abuse based on good practice and evidence based research. |
| 10 | To support students, volunteers and apprentices as required. |
| 11 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 12 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | | Essential Criteria | Desirable Criteria | How Measured   * A – application * I – interview * T – test * R – references * E – evidence (ID, certificates) |
| 1 | Minimum level 3 qualification in a related field. | X |  | A, E |
| 2 | Relevant previous or current employment/ work experience. | X |  | A |
| 3 | Experience of working with vulnerable adults and children, acknowledging safeguarding concerns and responding appropriately. | X |  | A, I |
| 4 | Experience of working with victims of domestic abuse in a professional capacity. | X |  | A, I |
| 5 | Experience of managing a caseload of vulnerable individuals. | X |  | A, I |
| 6 | 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. |  | X | A, I |
| 7 | Experience of facilitating group work. |  | X | A, I |
| 8 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets. |  | X | A, I |
| 9 | Experience of working/liaising within a multiagency setting with a range of stakeholders and representing clients/organization at external meetings. | X |  | A, I |
| 10 | Experience of preparing accurate reports for formal settings such as, case conferences or similar proceedings. |  | X | A, I |

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| Knowledge | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have knowledge of the indicators and dynamics of domestic abuse from both an adult and child’s perspective and other forms of interpersonal violence, including barriers to accessing services and seeking help. | X |  | A, I |
| 2 | Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children. | X |  | A, I |
| 3 | Have knowledge of complex needs, including problematic substance use, mental health issues and harm reducing interventions. |  | X | I |
| 4 | Have knowledge of access to public funds and other entitlements relevant to this client group/vulnerable/homeless people. |  | X | I |
| 5 | Have knowledge of relevant legislation and good practice requirements, particularly in safeguarding children and adults, homelessness, immigration and cultural diversity. | X |  | I |
| 6 | Have knowledge of civil and criminal justice remedies for victims of domestic abuse and their children. |  | X | I |
| 7 | Have knowledge of the Violence Against Women and Girls Strategy and the gendered nature of abuse. |  | X | I |
| 8 | Understanding of trauma informed approaches. | X |  | A, I |
| 9 | Understanding of motivational interviewing skills. |  | X | A, I |
| 10 | Have knowledge/experience of using the eCAF system. |  | X | A, I |
| 11 | Have knowledge and experience of applying health and safety, GDPR compliance and management. | X |  | I |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Evidence of the ability to build and develop supportive relationships with victims of abuse, showing sensitivity for others’ viewpoints and valuing diversity. | X |  | A, I |
| 2 | Ability to communicate effectively with and advocate for vulnerable people, particularly those faced with barriers to accessing support, including language, cultural and other barriers. | X |  | A, I |
| 3 | Work in a person-centred way to undertake one to one work, including aspects such as confidentiality, the impact of domestic abuse and safety planning. | X |  | A, I |
| 4 | Ability to use evidence based techniques, such as motivational interviewing, to engage with victims and stakeholders, helping them to make informed decisions, take control of their lives and set realistic objectives and goals. |  | X | I |
| 5 | Evidence of the ability to communicate effectively, build and develop relationships with partner agencies through telephone, face to face and written reports. | X |  | A, I |
| 6 | Demonstrable ability to use Microsoft Office (Word, Excel, Outlook, Access, Teams), databases and other virtual platforms. | X |  | A, I |
| 7 | Excellent verbal and written communication skills, including concise report writing and presenting at multi-agency meetings. | X |  | A, I |
| 8 | Ability to hold and manage a caseload and work to timescales (using a SMART approach). | X |  | A, I |
| 9 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | X |  | I |
| 10 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | X |  | I |
| 11 | Maintain professional boundaries and know when to seek management guidance and support when required. | X |  | I |

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| Personal Attributes | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives | X |  | I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion | X |  | A, I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse | X |  | A, I |
| 4 | Organised, proactive and consistent delivery of work | X |  | A, I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others | X |  | I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work | X |  | I |

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| Other Requirements | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required |  | X | A, I |
| 3 | Eligible to work in the UK | x |  | E |

# Version control and Sign off

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| Job description produced by: | Carol Kelly/Jas Adkins  Regional Domestic Abuse Manager | Date Produced | May 2021 |
| Job description reviewed and approved by: | Amy Parker  Deputy CEO | Date Approved | May 2021 |