## Role information

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| Job title: | IRIS Advocate Educator | Travel required: | Travel required |
| Location: | Black Country areas, Sandwell, Walsall and Dudley | Position type: | Frontline support to victims of violence and abuse |
| Service area: | Community Domestic Abuse Support Service | Salary: | £25,691.04 |
| Responsible to: | Regional Domestic Abuse Operational 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 using a trauma informed approach. **The IRIS Advocate Educator Job Role**  IRIS is a specialist domestic violence and abuse (DVA) training, support and referral programme for general practices. The IRIS Advocate Educator provides in-house domestic abuse training and ongoing consultancy for general practice teams and is an advocate to whom patients can be referred for support.  We are looking for a confident, organised and compassionate individual to deliver training, work in partnership with health and other agency professionals and provide emotional and practical support, risk assessment and safety planning to standard and medium risk clients. The IRIS Advocate Educator will train and support around 25 general practices and hold a caseload of around 25 clients. |

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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 | Organising and delivering training on understanding and responding to domestic violence and abuse (DVA) to healthcare professionals in participating general practices, using a variety of training methods. |
| 2 | Develop and maintain an excellent relationship with all general practice staff, and other associated healthcare professionals, and work effectively as part of the practice team by:   * Providing ongoing consultancy and training to practice staff on domestic violence and abuse. * Attending relevant meetings, such as GP and safeguarding forums and multi-disciplinary team meetings. * Supporting and encouraging health professionals to ask patients about their experience of abuse and respond, record, safety check and refer for support. |
| 3 | Challenge public attitudes towards domestic violence and abuse and promote awareness of the experiences and needs of individuals living with or escaping DVA, particularly in relation to their health. This will done through a variety of measures, including the production of a quarterly newsletter. |
| 4 | Manage and monitor the number of referrals made by clinicians in participating general practices to ensure that clear, accurate records are kept and maintained. |
| 5 | Assess and regularly review the needs of and risks to victims and survivors of DVA who have been signposted or referred directly by their general practice and signpost to additional services where appropriate.   * Depending on level of risk identified, a referral to an Independent Domestic Violence Advisor (IDVA) and/or a referral to the local Multiagency Risk Assessment Conference (MARAC) may be required. * Safeguarding referrals may also be required if the individual has care and support needs or if they have children at risk of harm. |
| 6 | Provide direct casework support, advice, information, advocacy and empowerment to individuals experiencing DVA through telephone contact, and/or meetings at the relevant practice or BCWA office. |
| 7 | Work with individuals experiencing DVA to increase their personal safety (and that of any children) and inform them of their rights and options in terms of housing, legal and welfare rights. |
| 8 | Develop good working relationships and liaise with outside agencies when needed; this will include referrals to colleagues within BCWA, other specialist DVA services or other external agencies where appropriate. |
| 9 | Assist with data collection and analysis of referrals and client outcomes for the quarterly and annual reports, which are distributed to commissioners and other relevant stakeholders. |

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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 | Degree level education or similar/relevant professional qualifications or experience. |  |  | A, I, E |
| 2 | Experience of needs and risk assessment and support of individuals experiencing domestic violence and abuse. |  |  | A,I |
| 3 | Experience of working with victims of domestic abuse in a professional capacity. |  |  | A,I |
| 4 | Experience of working with vulnerable adults and children, acknowledging safeguarding concerns and responding appropriately. |  |  | A,I |
| 5 | Experience of working with complex casework, including issues such as child abuse, mental health, substance abuse, working with trauma in adults and children and crisis intervention. |  |  | A,I |
| 6 | Experience of using an online case management system. |  |  | A,I |
| 7 | Experience of building and maintaining partnerships with other agencies. | ✓ |  | A,I |
| 8 | Experience of attending and responding to actions from multi-agency meetings, such as child protection conferences and MARAC. | ✓ |  | A,I |
| 9 | Experience of working/liaising within a multiagency setting with a range of stakeholders and representing clients/organization at external meetings. |  |  | A,I |
| 10 | Experience of arranging, delivering and reviewing training for professionals. |  |  | A,I |
| 11 | Experience of preparing accurate reports for formal settings such as, case conferences or similar proceedings. |  |  | A,I |
| 12 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets. |  |  | 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. |  |  | I |
| 2 | An understanding of the needs of marginalized groups experiencing DVA, such as individuals with disabilities, older people and carers. |  |  | I |
| 3 | Have knowledge of complex needs, including problematic substance use, mental health issues and harm reducing interventions. |  |  | I |
| 4 | Have knowledge of access to public funds and other entitlements relevant to this client group/vulnerable/homeless people. |  | ✓ | I |
| 5 | Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children. |  |  | A, I |
| 6 | Have knowledge of civil and criminal justice remedies for victims of domestic abuse and their children. |  |  | I |
| 7 | Have knowledge of relevant legislation and good practice requirements, particularly in safeguarding children and adults, homelessness, immigration and cultural diversity. |  |  | I |
| 8 | Have knowledge of the Violence Against Women and Girls Strategy and the gendered nature of abuse. |  |  | I |
| 9 | Understanding of motivational interviewing skills. |  |  | I |
| 10 | Knowledge of training strategies and methods. |  |  | I |
| 11 | Have knowledge of health and safety, GDPR compliance and management. |  |  | 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 and their children, maintaining professional boundaries. | ✓ |  | A, I |
| 2 | Ability to communicate effectively and sensitively with vulnerable people, particularly those faced with barriers to accessing support, including language, cultural and other barriers. | ✓ |  | I |
| 3 | Ability to hold and manage a caseload and work to timescales (using a SMART approach). |  | ✓ | I |
| 4 | 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. | ✓ |  | A, I |
| 5 | 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. | ✓ |  | I |
| 5 | Ability to work under pressure and to plan and prioritise own workload when competing demands arise. | ✓ |  | I |
| 6 | Evidence of the ability to build and develop relationships with partner agencies. | ✓ |  | A, I |
| 7 | Ability to raise awareness and challenge attitudes towards domestic abuse in a professional manner. | ✓ |  | I |
| 8 | Demonstrable ability to use Microsoft Office (Word, Excel, Outlook, Access, Publisher, Teams) and other virtual platforms. | ✓ |  | A |
| 9 | Excellent verbal and written communications skills, including report writing and presentation development. | ✓ |  | A, I |
| 10 | Ability to deliver training and presentations to a variety of professionals, using various methods, e.g. online and face to face. | ✓ |  | A, I |
| 11 | Ability to work as part of a team and independently with minimal supervision. | ✓ |  | A, 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 | ✓ |  | I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion | ✓ |  | I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse | ✓ |  | I |
| 4 | Organised, proactive and consistent delivery of work | ✓ |  | I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others | ✓ |  | I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work | ✓ |  | 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: | Jas Adkins  Project Officer | Date Produced | 23/11/2021 |
| Job description reviewed and approved by: | Carol Kelly  Regional Domestic Abuse Manager | Date Approved | 24/11/2021 |