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| Job Title: | Adult Independent Personal Advisor/Independent Domestic Violence Advisor (IPA/IDVA) <i>(Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.)</i> |
| Salary: | £20,500 - £22,000 per annum plus generous on-call allowance |
| Hours: | 35 hours a week |
| Working Pattern: | The post-holder is expected to work flexibly between 00:00hrs – 23:59hrs Monday-Sunday. The on-call service is delivered 24hrs a day and is staffed by IPAs on a rota basis. Additional generous financial increments are paid to those participating in the on-call service. |
| Contract Type: | Permanent |
| Location: | RISE Head Office |
| Responsible to: | Adult Team Manager |
| Department: | Adult Team |
| Context of Job: | Cardiff Women's Aid delivers a trauma-informed and specialist, independent and domestic and sexual violence/abuse and wider VAWDASV service to women and children through a range of delivery mechanisms including specialist risk and needs assessments, individually tailored support packages and group work. |
| Purpose of Job: | To provide a high-quality frontline service to victims of domestic and sexual abuse and wider VAWDASV issues. Delivering a range of crisis intervention, early intervention |

and prevention work, intensive support, and accommodation-based support.

This role is subject to an enhanced DBS check. We are committed to supporting and promoting equality and diversity and to creating an inclusive working environment.

Main Duties:

- Identify and assess the risks and needs of service users using the CWA specialist intervention toolkit.
- Prioritise cases and provide a pro-active, short to medium term crisis intervention service through individual safety, support and recovery planning.
- Work with a caseload of diverse risk and need to ensure all women and children, whenever possible are supported through their journey by the same IPA.
- Advocate for high-risk victims with agencies who can help to address the domestic abuse by:
 - Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
 - Providing advocacy, emotional and practical support and information in relation to legal options, housing, health, finance and recovery.
 - Working directly with all key agency partners to address the safety of high-risk victims and ensuring that their safety plans are coordinated particularly through the MASH and MARAC.
- Manage a case load ensuring each client receives the trauma-informed, needs led, risk assessed service individual to their needs.
- Support the empowerment of the client and assist them in recognising the

features and dynamics of domestic abuse present in their situation and help them regain control of their lives.

- Understand multi-agency partnership structures and work within a multi-agency setting which will include participation at the MARAC. You will contribute interventions and help design a plan to protect victims and any children, while maintaining an independent role on behalf of your client, keeping their safety as central to any response.
- In accordance with the organisation's case management policy: Be proactive with management in carrying out regular case reviews based on a review of risk and need which:
 - Feeds back into action planning to further progress, signpost or close cases.
 - Provides feedback to your clients/agencies.
- Help maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.
- Comply with GDPR/data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for service users.
- Respect and value the diversity of the community in which the services work, and recognise the needs and concerns of a diverse range of clients ensuring the service is accessible to all.
- Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.

General Responsibilities

All Workers have a responsibility to work with colleagues in maintaining service delivery.

- Attend meetings as necessary
- Participate in the case management/supervision system
- To represent Cardiff Women's Aid/RISE and to promote its ethos; to work in a positive way and to feedback fully to the organisation.
- Contribute to monitoring and reports.
- Participate in the 24/7 service.
- Undertake training to update skills in line with the Cardiff Women's Aid/RISE Training and Development Policy
- Deliver internal & external training when required.
- To maintain anti-oppressive and anti-discriminatory work practices.
- Abide by the organisations confidentiality policy
- To ensure that personal behaviour and that of staff in area of responsibility demonstrates integrity, openness, honesty, is anti-oppressive, non-judgmental, and supports diversity.

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

Out of hours responsibilities not limited to:

- Answering calls coming into the service
- Responding to police call outs within the hour.
- Contacting all referrals in a timely manner.

- Attending the Intake and Assessment facility when a new resident access accommodation.
- Completing an assessment of risk and need with all referrals.

Person Specification

| Criteria | Essential | Desirable |
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| Knowledge | | |
| *Have a good understanding of domestic violence/ abuse including the impact of domestic violence/ abuse on victims and their children. | ✓ | |
| *Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children. | ✓ | |
| *Understand child protection issues, how to respond to effectively safeguard, and the legal responsibilities surrounding these issues. | ✓ | |
| *Understand the principles of risk assessment, safety planning and risk management for victims of domestic violence/ abuse and their children. | ✓ | |
| *Understand the remits and resources of relevant statutory bodies and voluntary agencies. | ✓ | |
| *Understand and be committed to equal opportunities and diversity issues in policy and practice. | ✓ | |
| Experience | | |
| *Working with vulnerable people, including families and/ or children. | ✓ | |
| *Managing a caseload. | ✓ | |
| *Working within a multi-agency and legislative framework. | ✓ | |
| Skills/ Qualifications/ Professional membership | | |
| *Have computer literacy skills and have some experience of working with databases. | ✓ | |
| *Have excellent communication, negotiation and advisory skills, both | ✓ | |

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| written and verbal when interacting with a range of agencies and individuals. | | |
| *Hold a SafeLives IDVA training certificate, or a relevant degree, or demonstrable equivalent experience or a vocational qualification. | ✓ | |
| *Have strong crisis management skills and the ability to deal with stressful and difficult situations. | ✓ | |
| Personal Qualities | | |
| *Be compassionate and empathetic with your client's situation. | ✓ | |
| *Show initiative and be proactive when managing your case load and interacting with your clients and agencies you are working with. | ✓ | |
| *Demonstrate strong resilience when faced with a changing and challenging environment. | ✓ | |
| *Act with integrity and respect when working with all clients, agencies and individuals. | ✓ | |
| *Work flexibly as part of a team. | ✓ | |
| *Be optimistic about the possibility of personal growth and change. | ✓ | |
| Be a driver and have access to a car. | | ✓ |
| Speak Welsh. | | ✓ |

*You are required to demonstrate these on your application form. Please provide an example of work you have undertaken where you have demonstrated this skill.