



**Job Description – Weekend and Out of Hours Independent Personal Advisor/Independent Domestic Violence Advisor (IPA/IDVA)**

An exciting job opportunity at Cardiff Women's Aid (CWA) for someone who is looking to make a real difference. We are a women's equality organisation which exists to eradicate violence against women and girls and to support survivors. We recognise that ending violence and abuse takes a whole society approach to social change, and it needs you to get involved. This role will help CWA to go to the next level, would you like to be part of our journey?

*We have a generous benefit package.*

- *Generous Annual Leave Package Totalling 33 Days (Inclusive of Bank Holidays)*
- *Pension*
- *Life Assurance*
- *Employee Assistance Program - That Supports Your Health and Wellbeing at Home and at Work*
- *Flexi Working*
- *Paid Company Sick Pay & Emergency Dependent Leave*
- *Living Wage Employer*

<b>Job Title:</b>	<b>Weekend and Out of Hours Independent Personal Advisor/Independent Domestic Violence Advisor (IPA/IDVA)</b> <i>(Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.)</i>
<b>Salary:</b>	£20,500 pro-rata
<b>Hours:</b>	14 hours per weekend, plus option to add more shifts by providing cover, flexible
<b>Working Pattern:</b>	7 hours Saturday & 7 hours Sunday, plus option to cover other shifts, flexible
<b>Contract Type:</b>	Permanent
<b>Location:</b>	RISE Accommodation, Cardiff

**Responsible to:** Support Services Manager

**Department:** RISE Support Team

**Context of the 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:** Based out of our accommodation alongside other accommodation staff this role will provide a high-quality frontline service to victims of domestic and sexual abuse and wider VAWDASV issues

***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:**

- Act as first point of contact for all calls coming into the service at weekends and out of hours.
- Process and contact all Public Protection Notices received in accordance with best practice and KPI timeframes.
- Identify and assess the risks and needs of service users using the CWA specialist intervention toolkit and Safelives Risk Indicator Checklist.
- Prioritise cases and provide pro-active immediate crisis intervention through individual safety and support planning.
- Advocate for service users with agencies who can help to address the immediate risk by:
  - Understanding the role of all relevant statutory and non-statutory services available to VAWDASV 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.
- Complete referrals to appropriate safeguarding agencies such as MARAC, Children's Services, Adult Services where relevant.
- Support, signpost and refer women and children to the services they wish to engage with for example social services, the police, parenting, health, legal, DWP, housing, homelessness, recreational, educational, and cultural services and also CWA's other internal services.
- Ensure accurate and timely records are maintained in relation to all aspects of the service and case work, including inputting information into our Information Management System.
- Assist in producing qualitative and quantitative data, including for example, the creation of case studies.
- Comply with GDPR/data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- 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.
- Undertake training to update skills in line with the Cardiff Women’s Aid/RISE Training and Development Policy
- 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.

### Person Specification

Criteria	Essential	Desirable
<b>Knowledge</b>		
*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.	✓	
<b>Experience</b>		
*Working with vulnerable people, including families and/ or children.	✓	
*Working within a multi-agency and legislative framework.	✓	
<b>Skills/ Qualifications/ Professional membership</b>		
*Have computer literacy skills and have some experience of working with databases.	✓	
*Have excellent communication, negotiation and advisory skills, both 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.	✓	
<b>Personal Qualities</b>		
*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.