

JOB DESCRIPTION - SENIOR IDVA

An exciting job opportunity at Cardiff Women's Aid (CWA) for someone who is dynamic, inquisitive, has a passion for rights, diversity and inclusion and wants to fight alongside those who may not have a voice. 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 help us achieve this.

We have a generous benefit package, including:

- *Generous annual leave package totalling 26 Days (plus bank holidays)*
- *Pension*
- *Life assurance*
- *Employee Assistance Program*
- *Flexi-working options*
- *Paid company sick pay & emergency dependency leave*
- *Real living wage employer*
- *Access to occupational health*
- *Access to clinical supervision*
- *Bike to work scheme, among other benefits.*

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| Job Title: | Senior IDVA |
| Salary: | £28,000 |
| Hours: | 35 hours |
| Working pattern: | Usual hours of work Monday to Friday 09.00-16.30 with flexibility to work until 19.00 as part of a rota. Part of the RISE on-call rota to include occasional weekend PPN cover. |
| Contract Type: | Permanent |
| Location: | Mobile across any of CWA/RISE's Cardiff locations |
| Responsible to: | Adult Team Manager |

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| Context of Job: | Supporting frontline duty and community teams to deliver a high quality service to individuals who have experienced domestic abuse. Supporting MARAC and daily discussions, court provision, community alarm distribution, joint visits and joint working with police, social services and other partners. |
| Purpose of Job: | Supporting frontline duty and community teams to deliver a high quality service to individuals who have experienced domestic abuse. Supporting MARAC and daily discussions, court provision, community alarm distribution, joint visits and joint working with police, social services and other partners. |

Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.

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:

- Predominantly working in the adult team but working across all support services to provide advice and guidance to staff as needed
- Complete file audits to ensure best practice and high quality work is undertaken
- Complete case reviews with staff to provide coaching and encourage reflective practice and feeding back to team manager
- Hold complex and diverse case loads
- Provide specialist advice and guidance to external agencies in line with company policy and relevant legislation.
- Develop and deliver training internally and externally
- Ensure risk is identified and safety and support and plans reflect the needs and wishes of the individuals accessing the support
- Prioritise cases and provide proactive, short to medium term crisis intervention service through individual safety, support and recovery planning
- Advocate for service users 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, education, housing, health, finance, education, support services such as adult services, children's services & health visitors
- Advocate for high-risk victims with external agencies.
- Working directly with all key agency partners to address the safety of high risk

victims and ensuring that their safety plans are coordinated through the MASH and MARAC.

- 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 survivors and any children, while maintaining an independent role on behalf of your client, keeping their safety and needs central to any response.
- Attend court in representation of RISE as needed.
- Attend MARAC, MASH and daily discussions in representation of RISE as needed.
- Support with the management and installation of community alarms.
- Help maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.
- Comply with 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 works in, 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.
- Support, coach and train colleagues as needed, particularly around safeguarding and referral processes. Line management of IPAs and assistant IPAs.
- Confidently deliver DASH-RIC and MARAC referral training to other professionals in partnership with the MARAC Co-ordinator.

General Responsibilities:

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

- Attend daily discussions and fortnightly MARAC
- Participate in the Cardiff Women's Aid supervision system.
- To represent the Organisation and to promote its ethos; to work in a positive way and to give feedback fully to the organisation.
- Deliver relevant training to professionals.
- Contribute to monitoring and reports.
- Work jointly with the police and other agencies to complete home/community visits and Clare's law disclosures.
- To offer support and signposting to clients whilst the perpetrator is in custody.
- 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 areas of responsibility demonstrates integrity, openness, honesty, is anti-oppressive, non-judgemental, 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

| <u>Criteria</u> | <u>Essential</u> | <u>Desirable</u> |
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| <u>Knowledge and experience</u> | | |
| *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. | ✓ | |
| *Have a robust understanding of safeguarding practice. Be skilled at onward referral and advocacy. | ✓ | |
| *Understand and be committed to equal opportunities and diversity issues in policy and practice. | ✓ | |
| *Working with vulnerable people, including families and/or children. | ✓ | |
| *Have strong individual and institutional advocacy skills. | ✓ | |
| *Experience of managing a high-risk caseload. | ✓ | |
| *Working within a multi-agency and legislative framework. | ✓ | |

| <u>Skills/ Qualifications/ Professional Membership</u> | | |
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| *Have computer literacy skills and have experience of working with databases | ✓ | |
| *Hold a Safe Lives IDVA training certificate | ✓ | |
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| *Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals. | ✓ | |
| *Have strong crisis management skills and the ability to deal with stressful and difficult situations. | ✓ | |

| <u>Personal Qualities</u> | | |
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| *Be compassionate and empathetic | ✓ | |
| *Show initiative and be proactive. | ✓ | |
| *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 | ✓ | |

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| *Motivate individuals and agencies to move through courses of action and decision-making processes | ✓ | |
| *Be available to participate in the on-call service | ✓ | |
| *Be a driver and have access to a car | ✓ | |
| *Speak Welsh | | ✓ |

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

All applications to be sent via email:

HR@cardiffwomensaid.org.uk