

## **JOB DESCRIPTION - Adult Team Independent Personal Advisor (IPA), Community.**

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:*

- *Generous Annual Leave Package 26 Days plus Bank Holidays*
- *Pension*
- *Life Assurance*
- *Employee Assistance Program - supports your health and wellbeing at home and work*
- *Flexi Working*
- *Paid Company Sick Pay & Emergency Dependent Leave*
- *Real Living Wage Employer*
- *Bike to work scheme, among other benefits.*

<b>Job Title:</b>	Adult Team Independent Personal Advocate (Community team)
<b>Salary:</b>	£24,800 per annum plus on-call allowance
<b>Hours:</b>	The post holder is expected to work flexibility Monday to Friday 09.00-19.00  To take part in the 24/7 on call service
<b>Contract Type:</b>	Permanent
<b>Location:</b>	Cardiff Women's Aid Offices
<b>Responsible to:</b>	Adult Services Team Manager
<b>Context of Job:</b>	RISE delivers expert, specialist, independent and domestic violence/abuse and other violence services to women and children through a range of delivery mechanisms including: specialist risk and needs assessments, individually tailored support packages, group work and accommodation.
<b>Purpose of Job:</b>	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.

***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:**

The adult services department is made up of a duty team and a community team. This role will primarily be based in the community team, but may require you to work flexibility between these teams to suit the needs of the organisation.

### **Community:-**

- 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 caseload 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.
- Help maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.

### **Duty:-**

- Act as the first point of contact for all clients who are accessing the service. This includes managing all levels of communication including but not limited to:- emails, phone calls, online chat, text messages, face to face.
- Provide proactive immediate crisis intervention through individual safety and support planning.
- Identify and assess the risks and needs of service users by completing detailed assessments.
- 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, police chips - a, health, legal, DWP, housing, homelessness, recreational, educational, and cultural services and also CWA's other internal services.
- Ensure accurate and timely case recording is maintained
- Process and contact all Public Protection Notices received in accordance with best practice and KPI timeframes
- Review cases and referrals on the case management database completing necessary actions, administrative tasks and/or making contact with service users to ensure all client support needs and KPI targets are being dealt with in a timely manner.

### **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
- 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.
- To represent Cardiff Women's Aid and to promote its ethos; to work in a positive way and to feed back 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.
- Completing an assessment of risk and need with all referrals.

### **Working Patterns**

The post-holder is expected to work flexibly between 09:00 hrs – 19:00 hrs Monday-Friday. Some additional on-call responsibilities will be required as part of a rota.

The on-call service is delivered 24hrs a day and is staffed by support workers on a rota basis. Additional payments are made to those participating in the on-call service.

## Person specification

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<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 an understanding 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.	✓	
*Working with vulnerable people, including families and/ or children.	✓	
*Managing a caseload.	✓	
*Working within a multi-agency and legislative framework.	✓	

<u>Skills/ Qualifications/ Professional Membership</u>		
*Have computer literacy skills and experience of working with databases.	✓	
*Hold a SafeLives IDVA training certificate, or a relevant degree, or demonstrable equivalent experience or a vocational qualification.		✓
*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>		
*Be compassionate and empathetic with your client's situation.	✓	
*Show initiative and be proactive when managing your caseload and interacting with your clients and agencies you're working with.	✓	
*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.	✓	

*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.