

JOB DESCRIPTION – ACCOMMODATIONS BASED INDEPENDENT PERSONAL ADVISOR/INDEPENDENT DOMESTIC VIOLENCE ADVISOR (IPA/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:

- *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*
- *Bike to work scheme, among other benefits.*

Job Title:	Accommodation Based Independent Personal Advisor/Independent Domestic Violence Advisor (IPA/IDVA)
Salary:	£24,800 per annum plus on call allowance
Hours:	35 hours a week
Working pattern:	The post holder is expected to work flexibly throughout Monday-Friday and take part in the on call rota.
Contract Type:	Permanent
Location:	Mobile across CWA Accommodation Service

Responsible to:	Accommodation Team Manager
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 who are residing in RISE accommodation. 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:

- 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 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, 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.
- Deliver specialist support services to women and children who are accessing accommodation services.
- Support women and children to undertake and engage in initial and on-going needs assessments, risk assessments, safety plans and support plans.

- 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.
- Manage a case load ensuring each client receives the trauma-informed, needs led, risk assessed service tailored to their individual 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 multiagency setting. 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.
- 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.
- Support women and children to have a voice within the organisation and the sector, by for example, encouraging them to complete surveys, give feedback and attend associated events.
- Support women to maintain licence agreement and help them prepare for moving on to independent living.
- 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.

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 accesses accommodation.
- Completing an assessment of risk and need with all referrals.

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>
<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.	✓	

*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 in working with vulnerable people, including families and/ or children	✓	
*Experience in managing a caseload	✓	
*Experience in 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 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.	✓	

<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 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