

JOB DESCRIPTION – DRIVE 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 26 Days (Plus 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.*

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| Job Title: | DRIVE 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: | £25,979 per annum plus on-call allowance |
| Hours: | 21 hours a week |
| Working pattern: | The post-holder is expected to work flexibly between 9am-7pm Monday-Friday. |
| Contract Type: | Hours to be discussed with applicant FTC to 31st March 2025 |
| Location: | RISE Head Office |

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| Responsible to: | Support Services 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: | <p>To provide a high-quality frontline service to victims of domestic and sexual abuse and wider VAWDASV issues.</p> <p>To provide a high-quality frontline service to victims of domestic abuse, delivering a service to those at highest risk.</p> <p>To work within a multi-agency framework consisting of the MARAC and local partnership responses to domestic abuse.</p> <p>Provide support and advocacy for victims accessing criminal justice service and/or family courts</p> <p>To work alongside perpetrator interventions to ensure Victim Safety.</p> |

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. This role acts as support to the DRIVE IDVA. Responsibilities include:

- Supporting with the Driving Change & CLEAR project delivery
- Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist
- Focus on and prioritise high risk cases and provide a pro-active, short to medium term crisis intervention service through individual safety planning and personal support
- Work with high-risk victims of domestic abuse to help them access services to keep them and their children safe
- 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 with them
 - Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance
 - 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 MARAC
- Manage a caseload ensuring each client receives the appropriate support individual to their needs
 - Provide Community Support by visiting those experiencing domestic abuse, in their own homes or other safe settings
 - Support the empowerment of the clients 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 to 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
 - Participate in carrying out periodic case reviews with line manager based on a review of risk and abuse which:
 - Feeds back into action planning to progress, signpost or close cases
 - Provides feedback to your client/agencies
 - Ensure that case files and records are accurate and complete and that both are kept and in compliance with GDPR requirements
 - Maintain effective monitoring and evaluation systems and databases which assess intake, output, performance and effectiveness of the service
 - To complete quarterly, bi-annual & annual reports in accordance with the reporting and monitoring requirements of the DRIVE project
 - Comply with data protection legislation, confidentiality and information sharing policies and procedures and all legislation connected to your work
 - Support colleagues and partner agencies through awareness raising and training on DRIVE. Attend events and support with institutional advocacy in order to provide the best possible service for victims of domestic abuse
 - Respect and value the diversity of the community in which the service works in and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all
 - To work in partnership with other agencies to safeguard and promote the welfare of children and to ensure that any cases identified as child protection, child in need or

any other information deemed necessary is shared immediately with line manager and relevant agencies

- Remain up to date in developments in law, professional codes of conduct and uphold standards of best practice in addressing domestic abuse.
- Ensure service users are consulted on effectiveness of service and service development
- Attendance at relevant meetings e.g., SDVC Steering Group, IDVA Forum, MARAC etc.
- To have specific responsibility for maintaining contact with all non-active Service Users associated with DRIVE throughout the duration of DRIVE interventions

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 and to promote its ethos; to work in a positive way and to feedback fully to the organisation
- Contribute to Cardiff Women’s Aid monitoring and reports
- Undertake training to update skills in line with the Cardiff Women’s Aid 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-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> | | |

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| *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 | ✓ | |
| *Working with vulnerable people, including families and/ or children | ✓ | |
| *Managing a caseload | ✓ | |
| *Working within a multi-agency and legislative framework | ✓ | |

Skills/ Qualifications/ Professional Membership

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| *Have computer literacy skills and have some experience of working with databases | ✓ | |
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| *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 | ✓ | |

| <i><u>Personal Qualities</u></i> | | |
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| *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 | ✓ | |

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| 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.

| <u>Competencies</u> |
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| <p>1. Working with Partners:</p> <p>Works to overcome conflicting viewpoints for the best interest of the service user.</p> <p>Actively identifies partners and community networks that can be used for the benefit of the service user.</p> |
| <p>2. Working with Team Members</p> <p>Contributes to a strong team spirit of shared responsibilities and cooperation.</p> |
| <p>3. Communicating Effectively</p> <p>Communicates clearly and concisely.</p> <p>Uses a style of language that others (e.g. children, young people, community representative, managers, and professionals) can clearly understand.</p> |
| <p>4. Looking After the Service Users' Best Interests</p> <p>Listens to the views of the service user and includes those involved with the service users, to define the best ways forward.</p> <p>Explores and identifies the range of risks within the situation to service users, others, and self.</p> |
| <p>5. Earning Service Users' Trust</p> <p>Respects Service Users' individuality, feelings and beliefs, their rights to privacy and make choices.</p> <p>To be honest and open with Service Users.</p> |

Clearly explains the boundaries in relation to the information obtained and information sharing in relation to confidentiality policy and procedures.

6. Working with Change

Is willing to try new ways of working and is flexible to them

7. Achieving Results

Is willing to go 'above and beyond' to exceed expectations.

8. Encouraging Professional Development

Continually actively reviews their own development, identifying opportunities to progress.