The Blue Door

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| **Job Description**  |
| Department: | Hub Team, North Lincolnshire Domestic Abuse Service  |
| Post Title: | Hub IDVA - Outreach |
| Level/Salary Range | Scale 5 - £25,584 - £27,269  |
| Posts Responsible to: | Domestic Abuse Service Manager – Hub Senior |
| Posts Responsible for: | None |
| **Job Purpose:** As a Hub IDVA – Outreach your primary role will be to ensure the provision of support and advocacy to all clients who are experiencing domestic abuse.To be the lead on the incoming referral process, providing initial triage, assessment and support, coordinating referrals in to The Blue Door outside of the MARAC process. To provide a pro-active service to victims of Domestic Abuse to keep them safe; the work is distinct in that it delivers a service appropriate to the level of risk, for early intervention and prevention.Manage a caseload that will consist of providing short interventions over a brief period in a location central to the local authority of North Lincolnshire.You will co-ordinate a multi-agency response that aims to reduce and manage the risk identified.Work in collaboration with victims and partner agencies to monitor the care pathway and ensure a link to the criminal justice system. The work relies on the voluntary engagement of the client and therefore you will need to be confident in your abilities to build a trusting professional relationship with them, in order to effectively support them.You will lead by example, positively improving professional responses and creating a culture of communication and engagement, both externally and internally, ensuring the ‘voice of the victim’ is heard.Caseload of between 35 - 40 at any one time.  |

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| **Key Accountabilities/Primary Responsibilities:*** Conducting comprehensive initial assessments, developing, implementing and reviewing support plans and co-ordinating positive interventions in a fast-paced environment.
* Manage a caseload that will consist of providing short interventions to support survivors over a brief period.
* Be creative in ways of contacting the service user and engaging them with the support.
* Undertake safety planning with high-risk clients (crisis and short term), and request allocation to an IDVA in the community where practical for the service user.
* You must have strong crisis management skills and an understanding of the needs of victims experiencing domestic abuse.
* Liaise with professionals across the local authority partnership, identifying new services and support options that can assist in making service users safe.
* Initiate and implement support plans that include delivery of high-quality face to face or remote crisis intervention, information, advocacy and support, in respect to criminal and civil remedies, housing, health, welfare rights, children’s legislation and other appropriate interventions.
* Ensure that risk assessment and risk management procedures are followed at all times, prioritising those most at risk, making any suggestions to improve and ensure a SMART response to the process.
* Attend, prepare and present reports at relevant multi-agency meetings including but not limited to MARAC, Adults and Children’s Safeguarding, Pitstop and Early Help meetings.
* Provide opportunities for the victim voice to be hard through feedback on interventions, impact and areas for improvement.
* Access the referral email system and calendar to respond to any referrals made into the service and coordinate as appropriate within the timeframes set down.
* To work closely with other team members across The Blue Door services ensuring a ‘joined up’ approach to support.
* Ensure timely and appropriate responses to communication and requests for information
* Act within Local and Organisational Safeguarding Arrangements and ensure safeguarding information is shared in a time sensitive manner.
* Follow partner agency procedures and protocols in relation to referrals and information sharing.
* Support clients through the Criminal and Civil Justice Systems, explaining the procedures and their role and rights within that system
* Help clients to develop their own support network
* Refer on and arrange professionals’ meetings with other agencies/services as necessary, e.g. solicitors, benefits agency, housing, Children and Family support, Adult Safeguarding, etc, to develop coordinated safety and support plans.
* Ensure that clients receive the appropriate services and responses to which they are entitled
* Refer regular difficulties client are having to manager and contribute to efforts to improve procedures and services
* Contribute positively to wider organisational initiatives.
* To maintain thorough, confidential, accurate and up to date records of work undertaken and outcomes achieved at all times.
* To participate in learning and development events.
* To deliver drop-ins and co-location days with partner agencies, enhancing opportunities for service user access to support.
* To keep up to date with relevant legislation and practice.
* Support the other members of the team in attending operational groups and meetings when requested.
* Work with your team to develop and deliver training and awareness raising sessions.
* Any other tasks which and commensurate with the aims and level of this post.

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| **Person Specification** |
| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| **Qualifications, Knowledge and Experience:** | Educated to Level 3 & above or recognised professional qualifications and significant experience Experience of working individuals within a domestic abuse settingExperience of providing emotional and practical support to people seeking support/adviceExperience of working in a multi agency/ partnership approachUnderstanding of the complexities and dynamics of domestic abuseAn understanding of safeguarding and child protection issues, and the legal responsibilities surrounding these issues | Experience of working with individuals in high-risk circumstancesAble to motivate individuals and agencies to move through courses of action and decision making processes | Application FormGroup InterviewInterview questions and scenariosCertificates |
| **Planning and Organising:** | Be highly organised with excellent administrative skills Be highly proficient in Word, Outlook and ExcelExperience of working in a demanding and busy environment | Experience of using databases | Basic Skill test prior to interviewInterview skills |
| **Problem Solving and Initiative:** | Ability to work independently but ensure ‘joined up’ approach when necessary for the support of young personAbility to prioritise and work accurately with attention to detailAbility to demonstrate sound judgement in crisis situations Ability to identify risks, anticipate issues, create solutions and resolve problems in relation to service delivery |  | Group interviewInterview questions and scenarios |
| **Management and Teamwork:**  | Be able to build effective working relationships and work well as part of a busy teamEvidence of working in a busy high pressured environment and/or high caseloadsA methodical and well-organised approach to workload and an ability to work with minimal supervision and to take initiative | Evidence of high level caseload etc  | Interview questions and scenarios |
| **Communicating and Influencing:** | Communication Skills, particularly in drafting correspondence, preparing reports for case conference or similar, formal letters and responding to queriesUnderstand and respect the sensitivity of HR Information and employee records and ensure confidentiality of all written and verbal communicationsAbility to communicate The Blue Door’s philosophical principles | Experience of presenting information relating to complex and sensitive issues to wide range of audiences.  | Basic skills test prior to interviewGroup interviewInterview questions and scenario |
| **Other Skills and Behaviours:**   | Attention to detailAbility to follow instructionsSafeguarding environmentExcellent interpersonal skills including the ability to establish appropriate boundaries and maintain professional distance with staff and clientsDemonstrable ability to provide a high level of professionalism and commitment to service deliveryUnderstand and be committed to equal opportunities and diversity in policy and practiceFlexible approach to the demands of the role | Ability to deliver and present training and awareness raising sessions  | Interview questionsGroup interview |
| **Other** | Driving License and access to a vehicle DBS Check/Police Vetting |  |  |