

Job Description

Department: Community Team, North Lincolnshire Domestic Abuse Service

Post Title: IDVA Outreach

Salary: Scale 5, £25,584 – £27,269

Responsible to: Community Senior

Responsible for: None

Job Purpose

The Outreach IDVA provides independent, specialist advocacy and community-based support to survivors experiencing domestic abuse, in line with MoJ IDVA guidance and The Blue Door's trauma-informed, survivor-centred approach.

The role focuses primarily on standard and medium risk survivors living in the community, delivering early intervention, short-term and preventative support to improve safety, wellbeing and access to services, and to reduce escalation and repeat victimisation.

The postholder will deliver community outreach, drop-in support, and awareness and education groups, increasing access to help, improving understanding of domestic abuse, and supporting survivors to make informed choices about their safety and recovery.

The role is based on voluntary engagement, requiring the ability to build safe, trusting professional relationships with survivors affected by trauma, fear and systemic barriers. Where a survivor's risk increases, the postholder will respond appropriately, ensuring continuity of support while escalating or referring into higher-risk pathways where required.

The Outreach IDVA maintains clear professional boundaries, operates independently from statutory decision-making, and works collaboratively within multi-agency settings to ensure survivor voice, choice and autonomy remain central.

Key Responsibilities

Community-Based Survivor Advocacy and Support

- Provide independent, trauma-informed advocacy and emotional and practical support to survivors experiencing domestic abuse within community settings.
- Work primarily with survivors assessed as standard and medium risk, delivering early intervention and preventative support.
- Complete initial and ongoing assessments in partnership with survivors, recognising changing needs and circumstances.
- Develop and deliver short-term, survivor-led support plans focused on safety, stability and empowerment.
- Engage survivors flexibly and creatively, recognising barriers linked to trauma, isolation, disability, culture or fear.
- Promote survivor voice, choice and control at all stages of engagement.

Drop-In Support, Awareness and Education

- Deliver community drop-in sessions on a rota basis, offering information, guidance and short-term support.

- Plan and deliver awareness and education groups aimed at increasing understanding of domestic abuse, healthy relationships and available support.
- Ensure group work and awareness activity is trauma-informed, inclusive and accessible.
- Use outreach and group activity to reduce stigma, increase early disclosure and improve access to support.

Risk Assessment, Safety and Escalation

- Undertake risk assessment and safety planning appropriate to standard and medium risk cases, in line with organisational procedures.
- Regularly review risk and respond proportionately to changes in circumstances.
- Provide short-term crisis support and safety planning where required.
- Respond appropriately if a survivor's risk escalates, maintaining support while facilitating referral to specialist high-risk services, including MARAC where appropriate.
- Escalate safeguarding concerns promptly in line with The Blue Door and local safeguarding arrangements.

Criminal and Civil Justice Advocacy

- Support survivors to understand criminal and civil justice processes, their rights and available options, without providing legal advice.
- Advocate alongside survivors within justice-related processes where appropriate and with informed consent.
- Signpost and support access to legal advice and representation where required.

Multi-Agency Working and Coordination

- Work collaboratively with statutory and voluntary sector partners to coordinate survivor-centred responses.
- Attend safeguarding meetings where appropriate to support survivors and present professional information.
- Maintain effective professional relationships while preserving the independence of the IDVA role.
- Communicate engagement and progress appropriately with relevant professionals, in line with consent and information-sharing protocols.

Pathways, Access and Service Development

- Refer and coordinate access to specialist services including housing, health, welfare, safeguarding and legal support.
- Support survivors to build safe and appropriate informal support networks where possible.
- Monitor survivor pathways and address barriers to engagement or service access.
- Capture survivor feedback and contribute learning to service improvement and development.

Professional Practice and Governance

- Maintain accurate, confidential and up-to-date case records in line with organisational standards.
- Work within The Blue Door's policies, procedures and safeguarding framework at all times.
- Maintain clear professional boundaries and the independence of the IDVA role within community and co-located settings.

- Participate in reflective supervision, team meetings and learning and development activities.
- Keep up to date with relevant legislation, guidance and best practice.

General

- Demonstrate commitment to equality, diversity and inclusion in all aspects of work.
- Undertake any other duties commensurate with the level and purpose of the role.

Person Specification

Qualifications, Knowledge and Experience

Essential

- Educated to Level 3 or equivalent, or significant relevant experience.
- Understanding of the dynamics and impact of domestic abuse.
- Experience of working within a multi-agency or partnership environment.
- Knowledge of safeguarding responsibilities relating to adults and children.
- Ability to work with individuals experiencing distress, risk or crisis.

Desirable

- Experience of early intervention or outreach-based support.

Skills and Abilities

Planning and Organisation

- Ability to manage a varied workload in a fast-paced environment.
- Confident using digital systems to maintain accurate records and communication.

Judgement and Decision-Making

- Ability to assess risk, prioritise effectively and respond appropriately to changing circumstances.
- Confidence to escalate concerns and seek guidance when required.

Teamwork and Partnership Working

- Ability to build effective, professional relationships with colleagues and partners.
- Commitment to collaborative, joined-up working while maintaining role boundaries.

Communication

- Ability to communicate clearly and sensitively with survivors and professionals.
- Ability to present information relating to complex and sensitive issues appropriately.

Values, Behaviours and Practice

- Commitment to trauma-informed, survivor-centred practice.
- Ability to maintain professional boundaries and confidentiality.
- Understanding of intersectionality and the impact of domestic abuse across diverse communities.
- Flexible and reflective approach to work.
- Commitment to The Blue Door's values and mission.

Other Requirements

- Driving licence and access to a vehicle.
- Enhanced DBS check and relevant police vetting.