



JOB PROFILE

POST:	IDVA
SALARY:	£24 832.00 per annum,
HOURS:	35 hours per week (may include some evening work)
LINE MANAGER	Operations Manager (IDVA, Connect and Reach Project)
RESPONSIBLE FOR:	No line manager responsibility
DURATION:	Permanent, subject to continued funding
LOCATION:	Pankhurst Centre

JOB PURPOSE:

The post holder will be required to provide independent advocacy and support to victims of domestic abuse who are referred to The Pankhurst Trust (Incorporating Manchester Women's Aid). The post holder will be responsible for assessing an individual's risk at point of referral, implementing safeguarding measures and offering safety advice

MAIN DUTIES AND RESPONSIBILITIES:

1. Ensure all individuals referred to the organisation receive an initial assessment of risk through the completion of a Risk Indicator Checklist (RIC), making referrals to MARAC where necessary and offering safety planning to the individual.
2. Participate in the MARAC framework through the attendance and participation in MARAC meetings and the communication of action plans agreed at the MARAC meeting.
3. Inform individuals of the full range of civil, criminal and practical options that might increase their safety.
4. Work with individuals experiencing domestic abuse at the point of crisis, offering intensive support to ensure immediate safety and medium term safety whilst accessing criminal justice system.
5. Regularly review needs and risk assessments on arrival and subsequently at appropriate intervals.
6. Complete written reports and client updates that are appropriate to the audience for which they are written that succinctly present and appraise options and make clear recommendations for action.
7. To provide, or access by sign-posting to other internal and external support services and agencies, appropriate information, advocacy, emotional and practical support, in relation to matters relevant to the individual whilst maintaining the organisation's strict confidentiality procedures.
8. Formulate, and review progress, against individual support plans through encouraging service users to set realistic goals, whilst supporting them to make and implement informed decisions regarding their futures.
9. Ensure that any issues in relation to child or adult protection concerns are responded to in line with The Pankhurst Trust (Incorporating Manchester Women's Aid) policies and procedures.



10. Work effectively with other service providers, agencies and specialist services in order to achieve positive outcomes for service users and to raise awareness of domestic abuse issues through support and training for professionals.
11. Accompany service users, where appropriate, to solicitors or criminal justice system proceedings.
12. Provide information, advice and assistance in securing suitable accommodation and access to all PTMWA and other community based support services.
13. Undertake a holistic approach to supporting the service user, including supporting their children using assessments, support plans, obtaining education places and completion of CAF where applicable. Also to maintain awareness of child protection / safeguarding issues and report any such concerns to a manager as a matter of urgency.
14. Support the organisation to: continuously meet its contractual requirements; defined service standards are maintained; and compliance with all statutory provision, PTMWA policies and procedures and quality standards such as QAF and OFSTED.
15. Input all client records into The Pankhurst Trust (Incorporating Manchester Women's Aid's information case management system and keep these case files up to date and accurately recorded.
16. Contribute to the monitoring and performance of the service to produce appropriate outcomes for service users.
17. Support the development of effective service user involvement activities in order to ensure the continued development of PTMWA services.
18. To maintain a safe living/working environment within all PTMWA premises by undertaking routine property risk assessments, health and safety checks, inspections as appropriate and crisis management.
19. Follow strict PTMWA confidentiality procedures for all service users and their families.

GENERAL:

1. To identify own training and development needs and participate in all training courses relevant to The Pankhurst Trust (Incorporating Manchester Women's Aid) commitment to providing high quality services.
2. To work at all times with due regard to the policies and procedures of The Pankhurst Trust (Incorporating Manchester Women's Aid), including financial regulations, participating in their development and amendment where required.

OTHER:

1. The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six month probationary period.
3. Must be mobile to visit sites and work across the whole city as required.
4. Post is open to women only under the Equality Act 2010, schedule 9, part 1



This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.



PERSON SPECIFICATION

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED
EDUCATION/QUALIFICATION		
CAADA or other equivalent qualification	D	Application Form
Relevant professional qualification, for example Health and Social Care Level Three or equivalent experience	D	Application Form
EXPERIENCE		
Recent significant experience of undertaking direct work with vulnerable high risk domestic and sexual abuse people over the phone and face to face	E	Application Form/ Interview
Experience of carrying out CAADA DASH risk indicator checklist assessments making referrals to MARAC and participating in relevant meetings	E	Application Form/Interview
Experience of providing safety advice and safety planning on phone and face to face to victims and professionals	E	Application Form/Interview
Experiencing of attending court and advocacy through civil and criminal justice system	E	Application Form/ Interview
Experience of completing CAF or other comprehensive assessments	D	Application Form/ Interview
KNOWLEDGE AND UNDERSTANDING		
An excellent level of understanding of the impact of domestic abuse on individuals and families	E	Application Form/ Interview
An excellent level of knowledge and understanding of statutory and legal provision for people experiencing domestic abuse	E	Application Form/ Interview
General knowledge of welfare benefits, housing options and other appropriate support services	E	Application Form/ Interview
Understanding and awareness of child protection, vulnerable adult's protection and safeguarding	E	Application Form/ Interview
Excellent understanding of confidentiality and appropriate personal/professional boundaries	E	Application Form/ Interview
Understanding of working with service users with complex needs associated with mental health, drugs and/or alcohol.	E	Application Form/ Interview



Good working knowledge of legal system as it relates to victims of domestic abuse and an up to date knowledge of criminal and civil legislation relating to DA	E	Application Form/ Interview
SKILLS AND ABILITIES		
Ability to work in a non-directive and empowering way with service users enabling them to regain independence.	E	Application Form/ Interview
Ability to work effectively with partner agencies to obtain appropriate outcomes for service users.	E	Application Form/ Interview
Able to communicate effectively with a range of people both on a 1:1 basis and a group basis and during crisis.	E	Application Form/ Interview
Ability to work on own initiative, prioritise work based on risk and work well under pressure	E	Application Form/ Interview
Ability to prepare and present reports in a professional, concise and meaningful manner.	E	Application Form/ Interview
Ability to maintain up-to-date and accurate case files and individual support plans.	E	Application Form/ Interview
Good level of numeracy, literacy, report writing and IT skills.	E	Application Form/ Interview
OTHER		
Commitment to equal opportunities and anti-Discriminatory practice.	E	Application Form/ Interview
Willingness to undertake training and a commitment to continuous personal development.	E	Application Form
Willingness to work flexibly and able to travel to different sites and venues.	E	Application Form

Post Holder Signature:

Date:

Line Manager Signature:

Date: