Victim Support

#### Job Description

**Job Title:** Senior Independent Domestic Violence Advocate

**Salary:** £25,200 PA plus London Weighting at £2,800 PA

**Hours:** Full-time

**Contract:** This post is fixed term until 30 June 2017

###### Location: East of London

###### Department: London Locality

**Reporting to:** Senior Service Delivery Manager

**1. Main purpose of the job**

* Effectively manage and develop a high quality, innovative and pro-active Domestic Abuse services for victims and their children, including those at highest risk
* To ensure that the services are delivered in accordance with the service level agreement and performance target set by the services funders, as well as in line with CAADA(SafeLifes) criteria for delivering Domestic Abuse services. The services will also be in line with Victim Support’s policies, business process and plan
* To ensure that the service prioritises the safety, security and dignity of service users and their children
* To assist the SSDMs in completing funding applications and tenders for Domestic Abuse services

**2. Main Duties and Responsibilities**

* To increase access to the service by maintaining and developing relationships and referral pathways with local statutory, voluntary and community organisations
* Responsible for managing, supporting and supervising the staff in delivering the services
* To ensure that all information kept about clients is accurate, appropriate, up-to-date and regularly reviewed
* Responsible for writing and returning monitoring reports to funders in accordance with the service level agreement
* Ensuring Independent Domestic Abuse Advocates are meeting their performance targets and that agreed outcomes and outputs are met by the service
* Responsible for the smooth running of the service, ensuring that referral and allocation processes are managed in the best interests of clients and prioritise the safety of those at highest risk
* To attend and participate in local MARAC meetings, ensuring that the needs, wishes and priorities of victims are heard and respected
* To ensure that the service meets its responsibilities as set-out in local partnership agreements and protocols, and is accountable to partners and stakeholders
* Responsible for the professional development of staff delivering the service
* To understand and implement Victim Support policy relating to the protection of children and vulnerable adults, and to follow local safeguarding procedures
* To maintain a restricted caseload
* To maintain quality Domestic Abuse services at the Specialist Domestic Violence Court
* To ensure that the service is represented at all local forums and partnerships as appropriate
* To work as part of a wider team and with other Victim Support staff and projects

**3. Health & Safety**

To ensure that staff delivering the service work in accordance with all Victim Support policies relating to health and safety, including Victim Support’s Lone Working Policy.

**4. Equal Opportunities**

To ensure that the service is delivered in accordance with Victim Support’s equal opportunities policy and values, and proactively promotes equality, diversity and inclusion in all aspects of its work

1. **Generic responsibilities**

* Manage personal resources and own professional development
* Ensure all duties are carried out in a manner which promotes Victim Support’s equality and diversity policies
* Undertake other activities as required
* Promote a health and safety culture within the workplace, observe all health and safety rules and procedures and all attend training courses as required
* Comply with Victim Support Homeworking Policy and Procedure
* It is essential that information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons
* Ensure all information is maintained in accordance with the Data Protection Act
* Undertake any other duties as required

1. **Travel**

* Required to travel across assigned boroughs in London and anywhere necessary to deliver job responsibilities and develop capabilities in the role.

1. **Unsocial Hours**

* Occasionally required to work unsociable hours in order to effectively manage and develop the service

1. **Training**

* Any professional qualification funded by Victim Support will be managed under its Study Assistance Policy.

***This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.***

**Person Specification**

**Job title:** Senior Independent Domestic Violence Advocate

**Department:** London Locality - East

**Experience and Knowledge**

* Experience of working directly with high risk victims of domestic abuse within an Independent Domestic Abuse service
* Experience of working within a multi-agency framework
* Experience of delivering services in diverse communities
* Experience of delivering presentations
* Knowledge and understanding of the impact of domestic violence on victims and their children
* Apply knowledge and understanding of the criminal justice system in order to manage the delivery and development of Domestic Abuse services **(S)**
* Knowledge of the legal, civil and criminal protection available for victims of domestic abuse and their children, including people with no recourse to public funds and people at risk of forced marriage
* Experience of managing the delivery and development of Domestic Abuse services by applying knowledge of the impact of domestic violence and the barriers to accessing support and protection faced by some people in respect of their gender, sexual orientation, ethnicity, culture, religion, age, disability or other individual difference

**Skills and Abilities**

* Proven ability in managing and developing innovative Domestic Abuse services in accordance with CAADA(SafeLives) minimum standards, agreed service levels stipulated by funders and also in line with policies and procedures stated by the service provider on which you are acting on behalf **(S)**
* Proven ability in building and maintaining healthy and effective teams that consist of Domestic Abuse specialists **(S)**
* Proven ability in keeping accurate records and statistics in a form which is accessible and useful to funders and the local senior management team **(S)**
* Proven ability in developing and maintaining effective relationships with partners from a across sectors
* Proven ability to advocate effectively on behalf of clients
* Proven ability in managing and developing referral allocation and case management systems that prioritise the safety of clients **(S)**
* Proving ability in responding to a changing environment and in managing change
* Proven ability in maintaining client confidentiality in all aspects of the service
* Excellent oral and written communication skills, including the ability to produce clear and concise written reports
* Proven ability in supporting, supervising and motivating employees and volunteers
* Proven ability in planning, prioritising and organising workload
* Proven ability to work on own initiative and as part of a team
* Excellent IT and administrative skills, including Word, Powerpoint and Excel
* Proven ability to operate within confidentiality and data protection policies
* Promoting Victim Support and its interests and values.

**Education**

* A SafeLives qualification, formerly known as CAADA, is desirable but candidates without the qualification and the right transferable skills will be considered.

(**S**) = shortlisting criteria