

JOB DESCRIPTION

Post: IDVA (MARAC)

Hours of Work: 37 hours per week FTE (some out of hours' work may be required)

Salary: NJC **£28,238** (qualified)

Job Purpose:

- To deliver high quality outreach and advocacy services for women and children affected by domestic violence and abuse
- To develop and deliver a range of support services to victims of domestic abuse, especially those at the highest risk within the community
- Work within a multi agency framework which includes MARAC and local partnership responses to DVA

Responsible to: Service Manager

Duties and Responsibilities

Development:

- To identify and develop support strategies to meet the needs of women and children seeking support in the IDVA Service
- To develop policies and practice guidelines appropriate to the project in accordance with Coventry Haven Women's Aid policies and procedures
- To keep up to date with current legislative changes for dissemination within staff team and for use when working with women and children around their rights
- To identify and make links with existing projects and community services
- To develop monitoring and evaluation procedures
- To keep abreast of issues regarding domestic abuse on a national and local level with particular reference to those that may affect the work of the Community Team
- To provide drop-ins and surgeries as required by the service
- To provide training and workshops as required by the service
- To participate in multi-agency work as agreed with your line manager

Support Work:

- Manage a caseload ensuring each woman receives the appropriate service individual to her needs
- Advocate for victims with agencies who can help in addressing the domestic abuse
- To recognise women and children's individual needs, providing a short to medium term service to meet those needs
- To work with women to identify their 'support' needs and incorporate these into women's Individual Support Plans (ISP)
- To carry out risk assessment and safety planning with women and to promote women's safety in multi-agency settings such as MARAC
- To review each ISP on a regular basis
- Refer women and children to specialist agencies where necessary as part of their ISP

- To contribute to multi-agency risk assessment conferences (MARAC) and other multiagency safeguarding arrangements
- To work with Coventry Haven Women's Aid staff to develop appropriate services for women and children
- To work within the monitoring and evaluation procedures for the project
- To facilitate access to Coventry Haven Women's Aid and its services
- To facilitate access for women to both statutory and community services
- To encourage the development of mutual support networks
- To work with a team of volunteers to offer advocacy and practical support to women and children
- Devise and implement appropriate methods of communication with women and children, in agreement with your line manager
- To promote awareness of the impact of domestic violence and abuse on women and children and Coventry Haven Women's Aid services.

Administration:

- To work within Coventry Haven Women's Aid administrative and financial systems
- To ensure that adequate records are kept for all service users
- To ensure that Health and Safety records are kept up to date
- To produce monthly reports for your line manager
- To monitor and evaluate the MARAC IDVA Service via various methods including feedback from service users and produce statistical information

Communication:

- To ensure that all staff team members are aware of any matters that are relevant to the welfare and security of the refuges, staff, volunteers and service users
- To attend in-house training
- To attend support and supervision sessions with your line manager.
- To develop professional working relationships internally and with external agencies
- Feedback relevant issues from external meetings/training to the staff and management teams as appropriate

General:

- To maintain the confidentiality of the women, young people and children using the service
- To maintain confidentiality in all matters relating to the organisation
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation, adhering to Coventry Haven Women's Aid policies and procedures for equal opportunities and anti-discriminatory practice
- To ensure the efficient use of resources at all time
- To work within Coventry Haven Women's Aid policies and procedures and demonstrate a commitment to the values and ethos of Coventry Haven Women's Aid
- To undertake any other duties required, which may arise incidentally, develop or be assigned commensurate with the post
- To participate in at least 2 events each year to showcase your own service provision

Coventry Haven Women's Aid**Post: IDVA****Person Specification**

Commitment and Understanding	Form	Interview	Test
Commitment to services for women and children affected by domestic violence and abuse	X	X	
Commitment to work within Coventry Haven ethos, policies and procedures		X	
An understanding of women's issues and feminist principles, in particular around the issues of domestic violence and abuse and its implications for women and children	X	X	
Commitment to providing services within an anti-discriminatory/equal opportunities framework to meet individual needs	X	X	

Experience	Form	Interview	Test
Of providing practical and emotional support to women and children affected by domestic violence and abuse	X	X	
Of offering advice and information and advocating for service users on a range of issues including homelessness, benefits, legal, social welfare issues, etc	X	X	
Of developing and maintaining effective working relationships with external agencies	X	X	
Of working within safeguarding guidelines to protect and promote the well-being of children and vulnerable adults	X	X	
Of delivering talks, training or awareness sessions to external agencies		X	

Skills	Form	Interview	Test
A professional approach to communicating with and engaging service users in the development and delivery of the service		X	
The ability to carry out safe working practices essential within domestic abuse services including risk assessment, safety planning and the implementation of confidentiality procedures	X	X	
The ability to build good relationships with other staff and volunteers and to work as part of a team		X	
The ability to prioritise and manage a varied workload		X	
Good administrative skills and the ability to work with Microsoft Office	X		
A willingness to work flexibly to ensure the needs of the service are met		X	

Desirable	Form	Interview	Test
Relevant qualifications	X		
The ability to speak an additional language	X		X
Current driving licence and access to a car for work	X		

EY 2021