



**West Lothian
Women's Aid**

	JOB DESCRIPTION
ROLE TITLE	Independent Domestic Abuse Advocate (IDDA) and Floating Support Worker
Reporting To:	Senior Support Worker
Location:	WEST LOTHIAN
Role Purpose:	TO PROVIDE A TELEPHONE SUPPORT LINE SERVICE AND TO ADDRESS THE SAFETY OF VICTIMS AT HIGH RISK OF HARM FROM INTIMATE PARTNERS, EX-PARTNERS OR FAMILY MEMBERS TO SECURE THEIR SAFETY AND THE SAFETY OF THEIR CHILDREN.
Salary	£13.72 PER HOUR - £24,976.01 FTE PLUS 4% EMPLOYERS PENSION
Hours of Work	35 HOURS PER WEEK MONDAY TO FRIDAY PLUS OUT OF HOURS ON-CALL DUTIES CIRCA EVERY 6 WEEKS

Organisation profile:

West Lothian Women's Aid is a charitable organisation (Registered SCIO). Established in 1980, the charity continues to provide expert information and support to women, children and young people who have experienced/are experiencing domestic abuse. Our focus is to support survivors to become safer and to empower them to rebuild their lives and move on from their experiences of domestic abuse, in all of its forms.

Purpose of the Post

WLWA is seeking to recruit an IDDA Worker. Your role will involve providing a high-quality telephone support line service alongside an essential front-line service to high-risk victims of domestic abuse. You will lead on the delivery of a risk led response and ensure victims and their children are kept central to the process.

You will work within a multi-agency framework consisting of MARAC (Multi Agency Risk Assessment Conference) and local partnership responses to domestic abuse in West Lothian.

This role includes responsibilities of floating support to provide cover across our other services (accommodation, outreach, groupwork) in the event of staff annual leave/cover being required. Task allocation will be managed to account for this function.

Main Tasks and Responsibilities

- To provide critical telephone support line cover
- To respond to client emails
- To offer face to face client support appointments
- To work collaboratively with partner agencies to improve standards and accessibility of services for victims
- To Identify and assess the risks and needs of high-risk domestic abuse victims using an evidence-based risk identification checklist.
- To work with the client to provide a risk led pro-active, short to medium term crisis intervention service through individual safety planning and personal support.
- Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation and help them regain control of their lives
- Understand multi-agency partnership structures and work within a multi-agency setting which will include participation at the MARAC (Multi Agency Risk Assessment Conference)
- Advocate on behalf of the client with both statutory and voluntary agencies, supporting them to access civil remedies and the criminal justice system
- To support colleagues in cleaning tasks and preparing accommodation to ensure a prompt turnover of any vacant unit.

General

- To utilise excellent IT skills to maintain accurate and confidential electronic case management records and contribute to monitoring for the service.
- To input data and maintaining database records to facilitate information access and collation of statistics
- To support the Manager(s) to gather data and complete necessary project evaluation reports.
- To assist in the marketing of WLWA by distributing leaflets to relevant agencies upon request
- Work effectively as part of WLWA Services and wider Support team
- To undertake training as agreed by your line manager
- To attend and participate in internal meetings as required
- To carry out any other additional duties that may be required from time to time in the interest of the effective running of the project and the needs of the organisation as agreed by the Manager(s).

Policies and Procedures

- To comply with all WLWA Policies and procedures in carrying out all day day duties and to be responsible for the Health and Safety of themselves and others

Supervision Received

- The post holder will be accountable to the Senior Support Worker and through her to the Manager(s) and Board of Directors of WLWA. She will receive supervision from the Senior Support Worker.

Confidentiality

- Staff are expected to always observe WLWA's Confidentiality Policy. An Enhanced Disclosure is required.

Person Specification

Here is a list of values, experience, skills and abilities required for the above post. The person should be able to demonstrate:

Essentials

Values

- Commitment to and understanding of WLWA aims and objectives
- Commitment to understanding of equal opportunities and anti-discriminatory practice
- Knowledge and commitment to the feminist analysis of domestic abuse and to this particular role
- Ability to maintain and respect confidentiality in relation to the work of WLWA and its service users.

Experience

- At least 2 years previous of working with vulnerable client groups
- Experience of case working vulnerable clients
- Experience of completing client risk assessments and compiling mutually agreed action plans
- Experience of evaluating and analysing data and writing reports

Knowledge, Skills, and Abilities

- Qualification in relevant field such SVQ III Health and Social Care
- Hold a Safe Lives IDVA training certificate/ relevant degree, or demonstrable equivalent experience, or a vocational qualification, **or be willing to undertake relevant study**
- A demonstrable understanding of the impact of Domestic Abuse on women, children and young people.
- Be compassionate and empathetic with your client's situation.
- Show initiative and be proactive when managing your case load and interacting with your clients and agencies you're working with.
- Act with integrity and respect when working with all clients, agencies and individuals.
- Ability to work effectively as part of a team and as part of a hierarchical structure
- Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals
- Computer Skills: Outlook, Word-processing, Excel and Database

Other

- Have strong crisis management skills and the ability to deal with stressful and difficult situations.
- Flexibility and resilience to respond to different demands within a social care environment
- Able to participate in the out of hours on-call rota as required (approximately once every 6 weeks which may include attending in person).

Desirable

- Qualification in relevant field such SVQ III Health and Social Care or be willing to undertake relevant study
- Have theoretical, practical and procedural knowledge of civil and criminal justice

- remedies for victims of domestic abuse and their children.
- Understand child protection issues, and the legal responsibilities surrounding these issues.
- Car Driver and access to a car is preferred

Notes

- 1) This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.
- 2) Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.
- 3) The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e)