

Job Description

Job Title: Evening Refuge Domestic Abuse Practitioner (ERDAP)

Salary: £11.26 per hour

Report to: Service Manager

Responsible for: No Staff but may oversee work of apprentices and Volunteers

Main Purpose:

Provide proactive, practical and emotional support for women and their children residing in our accommodation to enable them to be safe, comply with their safety plan and build a better future. To staff the Emergency Line and process referrals.

Key Responsibilities:

Corporate

1. To maintain and demonstrate a commitment to the Organisation's vision and values and strategic aims and objectives.
2. To maintain high standards of professionalism and keep abreast of current legislation, standards, best practice and maintain a focus of continuous improvement.
3. To maintain knowledge of the Organisation's operating environment.

Main Tasks

1. To Staff the Emergency Line and Process Referrals
2. To accept referrals allocated by the service manager or senior DAP and commence an initial need and risk assessment with the client within the specified timescales initiating plans to manage and address risks, needs and immediate safety
3. Managing own case load, planning and delivery of support to clients and their children on the basis of risk and need
4. To provide support to clients and their children living in our own accommodation in line with a structured plan that is driven by the risks posed to the client and the needs and preferences of the individual client, which is regularly reviewed with the client and line manager to ensure it reflects their current situation and priorities across the caseload as a whole, using mandated best practice tools.
5. To ensure clients have in place, and continuously review with them and the line manager, robust risk management plans to support them living safely and ensure that they always have 24 hour access to support in the event that a crisis arises and they need to be made safe using additional support.
6. To work closely with external partner agencies, advocating on behalf of the client to meet their individual support needs in particular where those needs are specialist e.g. Mental Health, Substance Misuse, Legal etc. and signposting and supporting clients to access the community based services. Ensure excellent professional relationships are forged and maintained with both the clients and agencies.
7. To ensure you work in close partnerships with other professionals and organisations in the locality effectively integrating with their services where this enables us to better reach visible and hidden clients
8. To ensure that all safeguarding measures are delivered in respect of the client and their

children and that at all times you adhere strictly to Safer Places policies and procedures in respect of safeguarding vulnerable adults and children

9. To support clients to improve their resilience and prospects by encouraging engagement with the various programmes and opportunities offered within the service such as specialist programmes for people who have experienced domestic abuse (triple R), improving numeracy and literacy, ESOL, Employability and other programmes provided in house or by other community partners.
10. Ensure that all monitoring information is delivered on time, that KPI's are met
11. Working as part of a team take responsibility as part of that team for the day to day running of the refuge, fulfilling whatever role is allocated to you by your line manager, including ensuring that all Health and Safety requirements are managed appropriately and that the refuge and outreach facilities are clean, welcoming and resourced at all times.
12. To maintain and develop effective working relationships within a designated area of responsibility ensuring all opportunities are exploited to enable clients to directly access our services through local drop ins co-located within partners facilities or within our own facilities
13. To maintain excellent confidential records, provide detailed handover reports to colleagues, appropriate referral information when working in partnership with other agencies and ensure that consistent and accurate monitoring systems are maintained.
14. To act in a professional manner at all times, communicating effectively with colleagues and partners, building and sustaining effective and appropriate relationships at all times with clients, colleagues and partners and complying with Safer Places policies and procedures.
15. Ensure that all monitoring data is completed on time.
16. To work flexibly within the shift pattern allocated by your line manager

General

1. The role holder will be expected to perform any other duties that may reasonably be asked of them.
2. To participate fully in "on call" on a rota basis or as required in the delivery of out of hours service.
3. The role holder will be able to work within the Safeguarding arena following organisation policies and procedures, be able to Recognise; Respond to; Report and Record Safeguarding issues and understand and make quality Safeguarding Referrals.
4. Comply with data protection legislation, information sharing policy and procedures and all legislation connected to your work. Act in a manner which preserves the confidentiality of all stakeholders.
5. Respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.
6. Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice

Person Specification

Job Title: Night Domestic Abuse Practitioner

DIMENSION		Relevance	How demonstrated	Further action	Score
EXPERIENCE	Experience of working with vulnerable groups.	Essential	Application form	Shortlist - score	
	Experience of recognising and responding to safeguarding concerns				
	Experience of managing a caseload	Essential	Application form	Shortlist - score	
	Experience of working within a multi-agency and legislative framework.	Essential	Application form	Shortlist - score	
	Experience of working with victims of Domestic Abuse	Desirable		Interview question	
	Experience of making safeguarding referrals to statutory bodies	Desirable		Interview question	
KNOWLEDGE	Have a good understanding of domestic abuse including the impact of domestic abuse on victims and their children.	Essential		Interview question/ Assessment centre	
	Be able to form good working relationships with women whilst working within professional boundaries.	Essential		Interview question/ Assessment centre	
	Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children.	Essential		Interview question/ Assessment centre	
	Have knowledge of Adult and Child Safeguarding principles, the relevant legislative framework and local and national guidance	Essential		Interview question/ Assessment centre	
	Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children.	Essential	Written Assessment	Interview question/ Assessment centre	
	Understand the remits and resources of relevant statutory bodies and voluntary agencies.	Essential		Interview question	
	Have an understanding of Data Protection Legislation and	Essential		Interview question	

	Confidentiality				
	Understand and be committed to equal opportunities and diversity issues in policy and practice.	Essential		Interview question	
	Understand the requirement to maintain a safe and clean living environment for clients and their children.	Essential		Interview question	
	Understand the needs of vulnerable people generally and of those with mental health, drugs and alcohol issues.			Interview question	
	Have a good working knowledge of the local area.	Desirable		Interview question	
SKILLS	Have computer literacy skills and have some experience of working with databases.	Essential	Application form	Shortlist - score	
	Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.	Essential		Interview question	
	Have strong crisis management skills and the ability to deal with stressful and difficult situations.	Essential		Interview question	
	Have good record keeping skills.	Desirable		Interview question	
QUALIFICATION	Hold a Safe Lives IDVA training certificate, working towards or hold Level 3 Skills for Justice NVQ, or demonstrable equivalent experience and the ability and commitment to achieve qualification within 6 months of appointment	Essential	Application form/ Certificates	Shortlist - score	
	Safeguarding Adults Level 2 and / or Safeguarding Children Level 2 or demonstrable equivalent experience and the ability and commitment to achieve qualification within 6 months of appointment	Essential	Application form/Certificates	Shortlist - score	
PERSONAL CHARACTERISTICS	Be compassionate and empathetic with your client's situation.	Essential		Interview question	
	Show initiative and be proactive when managing you caseload and interacting with your clients and agencies you're working with.	Essential		Interview question	
	Act with integrity and respect when working with all clients,	Essential		Interview question	

	agencies and individuals.				
	Work flexibly as part of a team.	Essential		Interview question	
	Be optimistic about the possibility of personal growth and change.	Essential		Interview question	
	Motivate individuals and agencies to move through courses of action and decision making processes.	Essential		Interview question	
OTHER REQUIREMENTS	Subject to Enhanced DBS Check	Essential	Application form	Shortlist score	
	Ability to work outside the normal office hours to cover on call on a rota basis.	Essential		Interview question	
	Car driver with access to a vehicle	Essential		No evidence - regret	