

Job Description

Job Title: Refuge Domestic Abuse Practitioner (RDAP)

Salary: £22,037 pa Plus on call payments

Report to: Service Manager

Responsible for: No Staff but may oversee work of Volunteers

Main Purpose:

Provide proactive, practical and emotional support for women and their children residing in our accommodation to enable them to be safe and build a better future.

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 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
2. Managing own case load, planning and delivery of support to clients and their children on the basis of risk and need
3. 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.
4. 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.
5. 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.
6. 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
7. 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
8. 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.

9. Ensure that all monitoring information is delivered on time, that KPI's are met
10. Working as part of a team take responsibility as part of that team for the day to day running of the refuge and community services, 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.
11. 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
12. 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.
13. 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.
14. Ensure that all monitoring data is completed on time.
15. 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

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DIMENSION		Relevance	How demonstrated	Further action	Score
EXPERIENCE	Working with vulnerable people	Essential	Application form	Shortlist - score	
	Managing a caseload	Essential	Application form	Shortlist - score	
	Working within a multi-agency and legislative framework	Essential	Application form	Shortlist - score	
KNOWLEDGE	Have a good understanding of domestic abuse including the impact of domestic abuse on victims and their children	Essential	Application form	Shortlist - score	
	Be able to form good working relationships with women whilst working within professional boundaries	Essential	Application form	Shortlist - score	
	Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children	Essential	Application form	Shortlist - score	
	Understand Safeguarding and child protection issues, and the legal responsibilities surrounding these issues	Essential	Written Assessment	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/Assessment Centre	
	Understand and be committed to equal opportunities and diversity issues in policy and practice	Essential		Interview question/Assessment Centre	
	Have a good working knowledge of the local area	Desirable		Interview question/Assessment Centre	
	Mental health, drugs and alcohol issues. Understand the requirement to maintain a safe and clean living environment for clients and their children	Essential		Interview question/Assessment Centre	
	Understand the needs of	Essential		Interview	

	vulnerable people generally			question/Assessment Centre	
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	
QUALIFICATIONS	Hold a Safe Lives IDVA training certificate, or a relevant degree, or demonstrable equivalent experience, or a vocational qualification	Essential	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	Certificates	Shortlist - score	
PERSONAL CHARACTERISTICS	Be compassionate and empathetic with your client's situation	Essential		Interview question	
	Show initiative and be proactive when managing your 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, agencies and individuals.	Essential		Interview question	
	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	Ability to work outside the normal office hours to cover 'on-call' on a rota basis	Essential		Interview question	
	Ability to work outside the	Essential		Interview	

	normal office hours to cover 'on-call' on a rota basis			question	
	Subject to an enhanced DBS check	Essential	Application form	Shortlist score	
	Car driver	Essential	Application form	No evidence - regret	