**JOB DESCRIPTION**

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| **POST TITLE** | Domestic Abuse Practitioner (DAP) |
| **HOURS** | 37.5 hours per week + participation in on-call rota |
| **SALARY** | £24,973.54 per annum |
| **DURATION** | Permanent |
| **REPORTS TO** | Operations Manager |
| **RESPONSIBLE FOR** | No direct line reports |
| **LOCATION** | Harlow |

**JOB PURPOSE:**

The post holder will be responsible for providing high quality, specialist support to victims of domestic abuse, delivering a service to those deemed to be medium and standard risk by assisting them to access services to support and help keep them safe.

**MAIN DUTIES:**

1. Identify any safeguarding issues within the services for adults at risk and/or children and follow organisational safeguarding procedures to ensure the swift reporting of concerns to social services and taking any internal actions necessary.
2. In line with the new Domestic Abuse Act, assess children’s needs as victims in their own right, making referrals to Changing Pathways’ Children’s Services for specialist interventions where necessary.
3. Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist, providing a timely response within the contract timescales.
4. Provide advocacy and appropriate interventions to support medium and standard risk victims of domestic abuse to access services with the aim of reducing their risk of harm, increasing their safety and aiding their long-term recovery from domestic abuse.
5. To contact new referrals within 24- 48 hours. In line with EIDAS our contractual Service Level Agreement.
6. Each client must have a completed safety plan, this must be tailored to the needs of the individual client.
7. All external referrals such as MARAC and Child and Adult social care must be completed within 24- 48 hours
8. Duty spreadsheet- this is to be maintained and updated and emails sent to appropriate service.
9. All client details should be completed at the time the client is added to Oasis, any changes in client contact details should be completed at the time the client provides them.
10. Ensuring the CJSM inbox is checked at regular intervals and enquires emails dealt with efficiently.
11. Ensuring that clients understand Changing Pathways confidentiality agreement
12. Referrals are recorded accurately on the Database and Spreadsheet
13. Maintain GDPR process
14. Work as part of the Community Outreach Team to allocate and manage all referrals in both person and via telephone.
15. To complete risk and needs assessments and formulate trauma-informed safety and support plans.
16. Ensure the safety and support plans reflect current circumstances and priorities.
17. Make immediate referrals for IDVA support in cases where there is a risk escalation which moves the service user from medium/standard risk to high risk.
18. To be responsible for allocating new referrals and ensuring a balance across practitioners.
19. Develop and maintain effective relationships with external partner agencies advocating on behalf of the service user to meet their individual support needs in particular where those needs are specialist e.g. Mental health, Substance Misuse, legal, referral to MARAC and Social Care and signposting and supporting clients to access to community-based services.
20. Maintain timely, accurate, confidential records, ensuring all referral and support information is recorded using the case management system.
21. Ensure that all safeguarding measures are delivered in respect of the service users and their children and that policies and procedures are strictly adhered to at all times in respect of safeguarding adults and children at risk.
22. Work closely with external partner agencies and voluntary organisations to promote the service, increase awareness and to increase confidence, skills and knowledge in relation to domestic abuse referrals and where possible integrate with their services to enable better access to service users experiencing domestic abuse.
23. Support the attainment and maintenance of quality standards including Women’s Aid National Quality Standards and SafeLives Leading Lights.
24. Act in a professional manner at all times, communicating effectively, building and sustaining effective and appropriate relationships at all times with service users, colleagues and partners.
25. Support and coach volunteers and students where appropriate.
26. Respect and value the diversity of the community in which the service works in, and recognize the needs and concerns of a diverse range of service users ensuring the service is accessible to all.
27. Maintain high standards of professionalism and keep abreast of current legislation, standards, best practice and maintain a focus of continuous improvement.
28. Participate in the out of hours on-call rota to deliver telephone support and call-out support in the case of emergencies.
29. Participate as required in the delivery of contingency plans outside of the normal shift pattern.
30. Ensure the highest standards of health and safety are maintained across all sites and report any issues as a matter of urgency.
31. Maintain strict organisational confidentiality, professional boundaries and security procedures.
32. Possess an understanding of vicarious trauma and mitigating vicarious trauma.

**GENERAL:**

1. Identify own training and development needs and participate in all training courses relevant to the Changing Pathway’s commitment to providing high quality services.
2. Work at all times with due regard to the policies and procedures of Changing Pathways, including financial regulations, participating in their development and amendment where required.
3. Willingness to work outside normal working hours including evenings and weekends and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.

**OTHER:**

1. The post is subject to an enhanced Disclosure and Barring Service check which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six-month probationary period.
3. Must be mobile to visit sites and work across the whole contract area as required. This may involve occasional evening and weekend working.
4. A valid driving licence and own transport is essential for this post.
5. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

**PERSON SPECIFICATION**

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| **EXPERIENCE** | | |
| **Criteria** | **Essential/ Desirable** | **How Assessed** |
| Experience of working with individuals experiencing domestic abuse and other vulnerabilities | E | Application Form/Interview |
| Experience of identifying safeguarding concerns and reporting in line with local policies and procedures | E | Application Form/Interview |
| Experience of multi-agency legislative framework | D | Application Form/Interview |
| Experience of working in a community or voluntary organisation | D | Application Form/Interview |
| Experience of using spreadsheets | E | Application Form/Interview |
| **KNOWLEDGE AND UNDERSTANDING** | | |
| **Criteria** | **Essential/ Desirable** | **How Assessed** |
| Comprehensive knowledge of the principles and wider procedures relating to safeguarding | E | Application Form/Interview |
| Knowledge of requirements relating to storage and retention of case notes such as Child Protection and Child In Need documentation | D | Application Form/Interview |
| Good knowledge of trauma informed responses | D | Application Form/Interview |
| Understanding principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children | E | Application Form/Interview |
| Good knowledge of current welfare rights legislation and its impact on individuals leaving abusive relationships | E | Application Form/Interview |
| Good knowledge of the criminal justice system and civil and legal orders available to victims of domestic abuse | E | Application Form/Interview |
| Comprehensive knowledge of safeguarding procedures and how to recognise types of abuse including neglect and physical harm | E | Application Form/Interview |
| Excellent understanding of correct and effective information sharing between agencies | E | Application Form/Interview |
| Knowledge of local support services for individuals living in the local areas | E | Application Form/Interview |
| Cultural sensitivity to work within the domestic abuse sector within an organisation with a feminist empowerment approach | E | Application Form/Interview |
| **SKILLS AND ABILITIES** |  |  |
| **Criteria** | **Essential/ Desirable** | **How Assessed** |
| Ability to bring honesty and integrity to practice and relationships across all areas of work |  |  |
| Ability to work in a manner that empowers service users to make decisions and choices about their recovery from domestic abuse | E | Application Form/Interview |
| Ability to make sound judgements in crisis and difficult situations | E | Application Form/Interview |
| Ability to work in a flexible and responsive manner whilst prioritising work within a busy environment | E | Application Form/Interview |
| Good problem solving skills | E |  |
| Excellent communication, advocacy and advisory skills (both written and verbal) | E | Application Form/Interview |
| Able to develop, sustain and evaluate joint partnership work between agencies to obtain positive outcomes for service users | E | Application Form/Interview |
| Good IT skills including the ability to use Microsoft Office and organisational case management databases | E | Application Form/Interview |
| Proven ability to maintain personal and professional boundaries | E | Application Form/Interview |
| Ability to work in a confidential manner | E | Application Form/Interview |
| Accurate recording of information on database | E | Application Form/Interview |
| Able to carry out risk assessments | E | Application Form/Interview |
| **EDUCATION** |  |  |
| **Criteria** | **Essential/ Desirable** | **How Assessed** |
| A Safe Lives IDVA or Women’s Aid DAPA qualification or equivalent qualification, relevant degree, or demonstratable equivalent experience, or a vocational qualification related to domestic abuse | D | Application Form/Interview |
| **OTHER** |  |  |
| **Criteria** | **Essential/ Desirable** | **How Assessed** |
| Show initiative and be proactive when managing a workload | E | Application Form/Interview |
| Be able to demonstrate excellent listening skills | E | Application Form/Interview |
| Act with integrity and respect when working with all clients, agencies and individuals | E | Application Form/Interview |
| Work flexibly as part of a team | E | Application Form/Interview |
| Willingness to undertake training and a commitment to continuous personal development | E | Application Form/Interview |
| Motivate individuals and agencies to move through courses of action and decision-making processes | E | Application Form/Interview |
| Willingness to work flexibly and able to travel to different sites and venues | E | Application Form/Interview |