

WAVENEY DOMESTIC VIOLENCE AND ABUSE FORUM JOB DESCRIPTION

JOB REFERENCE: DV02	JOB TITLE: Advice & Guidance Worker
HOURS: 10 Hours/Week	SALARY: £12 per hour
ACCOUNTABLE TO: Charity Manager	ACCOUNTABLE FOR: N/A
LOCATION: Lowestoft Office	
ANY SPECIAL CONDITIONS OF SERVICE	
a) Disclosure and Barring Checks (DBS)	
PURPOSE AND OBJECTIVES OF THE JOB	
<p>Waveney Domestic Violence & Abuse Forum is an independent registered charity established in 1981, providing support for families impacted by domestic violence and abuse.</p> <p>To interview new clients, determine whether the client may be a victim of domestic violence or at risk of becoming a victim, and help clients facing domestic violence to improve their situations and move forward with their lives.</p>	
CONTROL OF RESOURCES	
EQUIPMENT/MATERIALS	Responsible for relevant data relating to the work of WDVAF advice and guidance service.
VALUES AND BEHAVIOURS	
<ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment as a core value. • Focusing on customers/clients • Acting with integrity • A sensitive and empathetic approach to our clients • Using time effectively • Working together • Always learning and improving • A dynamic person with a positive, resilient attitude 	

RELATIONSHIPS

Your main role will be working with a diverse range of people listed below, so you have to be excellent at building working relationships and communicating with others.

- Charity Manager
- Board of Trustees
- Clients - victims and survivors of abuse
- Representatives and employees of partner organisations including statutory and non-statutory partners.

PRINCIPAL DUTIES

1. Offering support and advice to victims and survivors of abuse over the phone, by email and face to face as appropriate.
2. Signposting to other agencies (e.g., mental health services, housing, substance misuse) and community support groups.
3. Building good relationships with service users to understand the level of risk that they are in and put together effective plans and a course of action. You will need to regularly update the progress of these plans.
4. Managing a caseload of clients fleeing / suffering from Harmful Practices and Domestic Abuse.
5. Completing CAADA-DASH or equivalent risk-based assessments and completing individualised safety plans for each client.
6. Making referrals to and attending MARAC and Professionals Meetings as and when required.
7. Advocating on behalf of individuals with external agencies where appropriate.
8. Multi-agency working with GPs, Health Visitors, Schools, Solicitors, Counselling Services, Housing, the Police, Probation, Social Services, and various NGOs/Refuge Providers.
9. Maintaining accurate and confidential case management records using the WDVAF system.
10. Attend the WDVAF Forum Meetings and lead on associated work when requested.
11. Work through own CPD and training plan.
12. To undertake such other duties and responsibilities of an equivalent nature as maybe determined from time to time by the Charity Manager in consultation with the postholder.

PERSON SPECIFICATION

NOTE TO APPLICANTS:

Note to Applicants: The Essential Criteria are the qualifications, experience, skills, or knowledge you **MUST SHOW YOU HAVE** to be considered for the job. The How Identified column shows how WDVAF will obtain the necessary information about you. If the How Identified column says the Application Form next to an Essential Criteria you **MUST** include in your application, enough information to show how you meet these criteria. You should include examples from your paid or voluntary work.

WDVAF is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

POST: Advice and Guidance Worker

CRITERIA	Essential (E) or Desirable (D)	How Identified: Application Form (AF), Interview (I)
SPECIAL WORKING CONDITIONS		
1. Willingness to attend occasional evening meetings if required.	D	I
QUALIFICATIONS AND EXPERIENCE		
1. Educational qualifications and/or relevant professional/vocational qualifications	E	AF, I Production of certificate at interview
2. Experience of working with vulnerable people or victims of domestic abuse	E	AF, I
3. Experience of working within a Public Sector (statutory or voluntary) organisation, including working in a multi-agency environment, negotiating, and influencing outcomes.	E	AF, I
4. Experience of report writing	E	AF, I
5. Experience of working as a team with different agencies or groups to achieve client outcomes	D	AF, I

SKILLS AND KNOWLEDGE		
1. Strong communication skills including the ability to communicate effectively at all levels both verbally and in writing to a variety of partners and clients	E	AF, I
2. Understanding of government policies, strategies and legislation related to Domestic Violence and Abuse and Safeguarding	D	AF, I
3. Experience of caseload management including use of case management IT programmes	E	AF, I
4. Developed IT skills including a working knowledge of Microsoft Office applications and database packages.	E	AF, I
5. Commitment to and understanding of equal opportunities issues.	E	AF, I
BEHAVIOURS AND VALUES		
<ul style="list-style-type: none"> • Commitment to Safeguarding • Focusing on customers/clients • Acting with integrity • Using time wisely • Working together • Always learning and improving 	E	AF, I