



JOB DESCRIPTION

FEMALE* SENIOR ADVOCATE – DOMESTIC ABUSE

POST TITLE: <u>Female* Senior Advocate</u>	Salary: £24,000.00 p.a Within band : 7
SECTION: <u>Outreach/IRIS Service</u>	LOCATION: Southampton (with regular local travel)
FULL TIME: 37 Hours per week CONTRACT TO: March 2021. Continuation subject to funding.	*Genuine occupational requirement in accordance With Schedule 9 (part 1) of the Equality Act 2010

ROLE OUTLINE

The Senior Advocate will assume line management responsibility for a small domestic abuse outreach team based in Southampton. They will provide support and guidance to staff on a day to day basis as required. Working under the direction of the Service Manager, the Senior Advocate will oversee the effective and timely allocation of outreach referrals, and ensure that our Outreach, IRIS (Identification & Referral to Improve Safety) and Pathfinder services are delivered in accordance with best practice standards and contractual requirements.

The Senior Advocate will be personally responsible for the ongoing delivery of the IRIS (Identification & Referral to Improve Safety) service in Southampton and the provision of the Advocate/Educator model. As part of this they will provide training for GP's and practice staff as required, as well as direct support (including information, support and advocacy) to patients who have disclosed their past or current experiences of DVA to general practice teams.

Core duties include:

- Assume line management responsibility (including supervision and case reviews) for the Aurora outreach team (including the Pathfinder service and placement students).
- Manage the day to day operation of the Southampton office, under the guidance of the Service Manager.
- Deliver domestic Violence and abuse (DVA) training to health care professionals in participating general practices
- Provide direct support to patients experiencing DVA referred by primary health care clinicians from participating practices, and to those who self-refer from participating practices
- Ensure effective monitoring and evaluation occurs in relation to all work done by the outreach and IRIS services, and produce written reports and data both internally and externally as requested.

Responsible to: Service Manager

MAIN DUTIES

- Assume line management responsibility, including supervision and case reviews, for the Aurora outreach team (constituting Outreach worker(s), Pathfinder Advisor and placement students).
- Manage the day to day operation of the Southampton office, under the guidance of the Service Manager.
- Provide guidance to frontline staff and placement students on a day-to-day basis, answering case queries and being on hand to provide support and advice as required.
- Oversee both the effective and timely allocation of outreach referrals, and the management of the outreach caseload, including assistance with outreach casework and caseholding as required.
- Support the induction of new outreach staff, under the direction of the service manager, by contributing to the development of individual induction plans, and the provision of training and shadowing opportunities as requested.
- Assist the Service Manager with the gathering of referral and outcome data for the outreach and IRIS services, providing data and written reports both internally and externally as required.
- Take the role of Advocate/Educator as part of the IRIS service in the City, providing on-going training for health professionals in general practice on understanding and responding to domestic violence and abuse (DVA)
- Encourage health professionals to ask individuals about their experience of abuse and respond, record, safety check and refer appropriately.
- Build and maintain effective relationships with general practice teams, including the provision of refresher training as required.
- Provide individual needs-led information, support and advocacy (including sign-posting) to survivors, including those who have disclosed their past or current experiences of DVA to general practice teams.
- Assess risk using the DASH risk indicator checklist, ensuring that this risk is reviewed on a regular basis
- Work with survivors to develop tailored support plans with a focus on reducing the risk of harm, increasing their personal safety (and that of any children) and responding to their individual needs. Support survivors to be able to identify and manage the risks to themselves and their children
- Work effectively in partnership with other agencies and refer on appropriately, dependant on need and risk. This may include referral to specialist agencies, to other specialist DVA services or other external processes (for example MARAC).
- Attend multi-agency meetings where required.
- Contribute to duty cover at the main (Portsmouth) office, on a rota basis.

Organisation

Aurora New Dawn is managed by the Chief Executive Officer

The line management for this post is undertaken by the Service Manager

The service is Registered Charity and has a board of trustees and a full constitution to adhere to.

Corporate Responsibilities

1. The above range of duties and responsibilities is not exhaustive: post holders will be expected to perform work of a similar level and responsibility when requested to do so.
2. Remain up-to-date and compliant with all organisational procedures, policies, values and professional codes of conduct and uphold standards of best practice.
3. Observe duty to all Health and Safety rules and take all reasonable care to promote the health and safety of yourself and others.

4. Act in a way that supports and promotes Aurora New Dawn's Equal Opportunities Policy, which aims to ensure everyone has equal treatment and equal access to employment and services.
5. Contribute to best value by working in an effective, efficient and economic way, and to suggest and implement improved ways of working wherever possible.

IT Security

All staff must strictly adhere to current Aurora New Dawn policy on IT security as instructed by Chief Executive. Any breach of this policy could invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal.

Confidentiality

Any information which staff have access to as a result of their employment with Aurora New Dawn must be regarded as confidential and must not under any circumstances be divulged to a third party without the appropriate authority (not even to relatives or close friends). If it is found that a member of staff has divulged such information, it may be appropriate to invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal. All staff must be vigilant and careful to ensure that all information which they have access to remains confidential.

Customer Service

All Aurora New Dawn employees must be committed to Customer Service with both internal and external clients. It is essential to maintain a high level of competence in this area.

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

PERSON SPECIFICATION

Female* Senior Advocate

1. KNOWLEDGE, SKILLS AND ABILITIES

It is essential that the post holder has the following:

- Knowledge and understanding of the issues facing survivors and children experiencing DVA, including specific knowledge of the effects on health.
- Knowledge of a range of options for and rights of those experiencing DVA and proven application of these concepts
- Knowledge of relevant legislation relating to DVA
- Demonstrable ability to motivate others and provide leadership within a small team
- Ability to communicate sensitively with clients who may be distressed
- Understanding of Child Protection issues, and the legal responsibilities surrounding these issues.
- Ability to liaise with external organisations
- Ability to work under pressure and to plan and prioritise own workload
- Ability to communicate effectively with a range of professionals
- Ability to establish and maintain appropriate boundaries when working with those who are experiencing crisis
- Ability to maintain effective office systems
- Ability to manage time effectively and prioritise competing tasks
- Knowledge of service evaluation and audit
- Knowledge of effective training strategies and methods
- An understanding of the needs of minority groups experiencing DVA
- Demonstrable ability to motivate others and provide leadership within a small team
- Sound knowledge of local services and service remit
- The ability to confidently represent the organisation at local meetings/multi-agency groups as required
- Excellent verbal and written communications skills
- Understanding of and commitment to equal opportunities
- Ability to travel locally, and occasionally nationally.

2. EXPERIENCE

You are required to have experience of:

- Working with victims of domestic abuse, including risk assessment and safety/support planning
- Delivering and reviewing training, preferably within the Violence against Women sector. Experience of delivering to health professionals would be advantageous.
- Report writing and the collection and analysis of data
- Building and maintaining partnerships
- Previous supervisory experience would be advantageous.

3. PERSONAL QUALITIES, ATTITUDE AND PRESENTATION

- Commitment to a feminist ethos
- Commitment to anti-discriminatory practice

- Able to critically assess own performance and reflect on own practice
- Reliable and trustworthy
- Efficient and punctual
- Consistent and flexible – able to deal with changing and competing demands
- Ability to think creatively and show initiative
- Non-judgemental and non-directive approach to empowering clients along with the ability to understand the individual needs of those experiencing domestic abuse

ADDITIONAL INFORMATION

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

This post is open to Female applicants only, as a genuine occupational requirement in accordance with Schedule 9 (part 1) of the Equality Act 2010

This post will be based in Southampton with some travel locally. Aurora's main office is in Portsmouth and staff will be expected to travel there as and when required, including for duty cover. During the initial induction period there will be some additional travel to the main Portsmouth office.