

Job Title: Duty Worker

Service/Division: VAWG (Violence Against Women and Girls)

Reports to: Senior IDVA

Direct reports: None

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.

Job Summary

The Advance Domestic Abuse Team delivers nationally accredited, quality marked services in Hammersmith & Fulham, Westminster, Kensington & Chelsea, Brent and Ealing. We work within a coordinated partnership response to domestic violence to provide independent domestic violence advocacy and support for women, children and young people and women's community services for women who are involved in the criminal justice system, in anti-social behaviour or are at risk of breaking the law.

This is an exciting opportunity to get involved in crisis intervention, referrals and assessment processes at Advance. The Duty Worker will be the first point of contact for women referred to Advance. The Duty Worker will work within a dynamic fast paced, crisis intervention, advocacy and support service to ensure empowerment and that the voice of survivors informs every stage of their journey towards improving safety. They will work within a well-established and supportive team to make proactive contact and provide high quality advocacy and support based upon a client led needs and risk assessment to women who access the domestic abuse service. Advance works with women aged 13 and over, however, this post will focus primarily on working with those aged 18 and over who access the domestic abuse service. They will advise women on criminal justice, civil remedies and related matters, support women to attend court where necessary, and coordinate the provision of multi-agency support. Part of the role will be to establish positive, proactive and innovative working relationships with other services working with survivors, including partner agencies within the Angelou Partnership. The post holder will work across the three boroughs (Hammersmith and Fulham, Kensington and Chelsea and Westminster) and under the guidance of the VAWG Managers.

Key responsibilities and duties

- Ensure effective access for women and girls and encourage their engagement with the service, through proactive contact and assessment through a high volume of referrals.
- Work within the team to conduct comprehensive assessments of needs and risk for women experiencing domestic violence, carry out short risk management, safety planning and support; and identify and refer to services appropriate to their needs.
- Initiate and start support plans that include delivery of high-quality face to face or telephone crisis intervention, information, advocacy and support, in respect to criminal and civil remedies, housing, health, welfare rights, children's legislation and other appropriate interventions.
- Maintain project logs and collate data from the logs for Managers.
- Safeguard cases by referring to Social Care and MARAC where appropriate and monitoring and ensuring that duty cases are sent for allocation.
- Advise women of their rights and options for seeking help and support from other agencies, making referrals and co-ordinating the provision of multi-agency support where necessary, and proactively advocate to ensure barriers to accessing support and protection are minimised.

- Proactively assess the needs and safety of any children that women using the service may have, ensure that any risks/needs identified are addressed directly with the woman, and take appropriate action to safeguard them.
- Proactively assess the needs and safety of women at risk giving due regard to Adult at Risk policies and procedures.
- Work with the Senior Services Manager, VAWG Managers, Senior IDVA and Data Insights Analyst to ensure all monitoring and evaluation for the project is accurate and fully maintained, and keep managers informed of any issues and successes.
- Ensure that agreed case recording and monitoring systems are kept up to date and secure, and write internal and external reports where required, including for safeguarding conferences, team meetings, managers and others.
- Participate in multi-agency working and focus groups when requested to do so, following through on agreed appropriate actions that arise from these.
- Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

General Information

Performance and Quality: Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

Policies and procedure: Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

Equality and diversity: Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

Confidentiality: The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION: Duty Worker

A= Application and I= interview

KNOWLEDGE AND QUALIFICATIONS	
A relevant qualification or training, for example in domestic violence, criminal justice, law, social work, substance misuse or related area.	A
A thorough understanding of violence against women and girls with a particular focus on the dynamics of domestic violence (physical, emotional, and sexual violence, so-called 'honour-based violence', forced marriage, stalking and harassment) and its impact on women, children, families and communities.	A/I
An excellent understanding of the criminal justice system and relevant legislation with regard to legal and civil options, housing, benefits, matrimonial and children.	A/I
Thorough knowledge of safeguarding practice, procedures and legislation.	A/I
EXPERIENCE	
Experience of supporting women who have experienced domestic violence, forced marriage or 'honour-based violence'.	A
Experience of risk and needs assessment, safety and support planning, particularly with clients with complex/multiple needs.	A/I
Experience of crisis management and successfully managing high numbers of calls/ caseloads.	A/I
Experience of partnership working and of maintaining excellent working relationships with a range of stakeholders as well as the ability to network, influence, problem solve and apply solution focused approaches to increase access and safety and facilitate positive outcomes for women and children.	A/I
TECHNICAL/WORK BASED SKILLS	
Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds.	A/I
Ability to work well within a team and responsibly on your own initiative, and of maintaining professional boundaries with clients and partner agencies.	A/I
Flexible, proactive approach and a good ability to prioritise work.	A/I
Good data collection, monitoring and IT skills, including word processing and using databases and spreadsheets.	A/I
Good report writing skills, including preparing reports for courts, case conference and information for Multi agency Risk Assessment Conferences (MARACs).	A/I
GENERAL SKILLS AND ATTRIBUTES	
Committed to Advance's charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	I
Clear boundaries and a willingness to accept line management and make effective use of supervision	I