

**Job Title:** Outreach Advocate (Multiple Support)

**Service/Division:** VAWG

**Reports to:** Community and Colocations Manager

**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 Outreach Advocacy position is part of the Whole Housing Approach project between Advance, Standing Together Against Domestic Abuse (STADA) and the local authority. The project aims to improve housing pathways for street homeless women in Westminster with multiple and complex needs, who are experiencing domestic abuse. The purpose of the Outreach Advocate role is to work directly with domestic abuse survivors with multiple and complex needs, coordinate the response agencies involved to efficiently address risks, meet multiple needs, ensure short- and long-term safety and secure future stability.

The post holder will be located at the Advance Hammersmith office but will meet service users in the community and attend multiple meetings with them in varying locations. The post holder will have an excellent understanding of domestic violence and its effects on women and children. The post holder will also have a good understanding of complex needs; in particular mental health, substance misuse, looking after children's needs, housing, benefits, the criminal justice system, and homelessness. As an experienced domestic violence advocate who has worked with complex and multiple needs, the post holder will be skilled in risk management and safety planning, remaining calm in a crisis and in handling sensitive information daily. Experience of direct work with female survivors of domestic violence, of supporting women involved with complex needs, and of working within safeguarding procedures is essential for this post, as is the need to adopt and promote a strong partnership approach to service provision.

### **Key responsibilities and duties**

- Provide high-quality telephone and face to face crisis intervention, information, advocacy and support to women aged 16+ referred to the service, in respect to risk management and safety planning, criminal and civil remedies, housing, health, welfare rights, and children's legislation.
- Assess the needs and risks of survivors, carry out short- and longer-term risk management and needs assessments, safety planning and support and identify and refer to services appropriate to their needs, including MARAC, substance misuse agencies and mental health agencies.
- Work proactively and in co-operation with multi-agency partners to keep the client's perspective and safety at the centre, maintain referral routes and increase access and earlier intervention resulting in better results.
- Work proactively to reach street homeless women in the community, building effective working relationships with relevant agencies to encourage referrals and joint working.
- Proactively assess the needs and safety that any women and their children using the service may have and ensure that any risks/needs identified are addressed directly with the woman.
- Ensure that agreed case recording and monitoring systems are kept up to date and secure.
- Proactively assess the needs and safety of children and women to ensure that any risks/needs identified are addressed, having full regard to Advance's Safeguarding Children's policy and

Safeguarding Adults at Risk policy, and complying with the Local Safeguarding Children and Adults requirements.

- Advise women of their rights and options for seeking help and support from other agencies, making referrals, attending appointments with them, and co-ordinating the provision of multi-agency support where necessary, and proactively advocate to ensure barriers to accessing support and protection are minimised.
- Provide women with information, advocacy and support, supporting them to engage with the intervention, with other agencies and supporting them to maximise their safety.
- Proactively look for and implement innovative and creative ways of engaging vulnerable people with multiple needs and sustain the engagement.
- Participate in multi-agency conferences and meetings in respect of children and adults at risk as required, providing reports and undertaking actions as necessary.
- Work in partnership with STADA and other key agencies.
- Participate in multi-agency working and focus groups when requested to do so and follow through on agreed appropriate actions that arise.
- Where requested, work with the Advance Community and Colocations Manager, and partners to conduct regular reviews of the project and compile ad-hoc reports if necessary.
- Develop and maintain good working relationships and links with outside agencies and to refer women to appropriate specialist agencies where necessary as part of a support plan and in consultation with the client.
- Promote the service and be responsible for establishing and maintaining contacts with front-line workers within relevant statutory and voluntary sector agencies.
- 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: Outreach Advocate (Multiple Support)**

**A= Application and I= interview**

<b>KNOWLEDGE AND QUALIFICATIONS</b>	
A relevant qualification, for example in domestic violence, criminal justice, law, social work or related area.	<b>A</b>
A thorough understanding of 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.	<b>A/I</b>
An excellent understanding of the social care system, complex needs and relevant legislation with particular regard to welfare rights, housing, homelessness and criminal and civil options, matrimonial and children.	<b>A/I</b>
Thorough knowledge of safeguarding practice, procedures and legislation.	<b>A/I</b>
A thorough understanding of challenges involved in providing support to survivors of domestic abuse with multiple needs enduring mental health needs, physical health needs, alcohol dependency and substance dependency.	<b>A/I</b>
An understanding of the issues faced by homeless or vulnerably housed people, and the difficulties they experience in accessing services.	<b>A/I</b>
<b>EXPERIENCE</b>	
At least one year's experience of supporting women who have experienced domestic violence, forced marriage or 'honour-based violence'.	<b>A</b>
Experience of risk and needs assessment, safety and support planning, particularly with clients at high risk and with complex/multiple needs.	<b>A/I</b>
Experience of partnership working and of maintaining excellent working relationships with a range of stakeholders.	<b>A/I</b>
Experience of working with social care, substance misuse and mental health agencies	<b>A/I</b>
Knowledge and experience of motivational interviewing and trauma informed practice.	<b>A/I</b>
<b>TECHNICAL/WORK BASED SKILLS</b>	
Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds.	<b>A/I</b>
Excellent risk assessment, support and advocacy skills and the ability to advocate successfully using evidence and professional experience.	<b>A/I</b>

Ability to network, influence, and problem solve and apply solution focused approaches to increase access and safety and facilitate positive outcomes for women and children.	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, resilient, proactive approach and a good ability to prioritise work.	A/I
Good crisis management skills and the ability to work effectively under pressure and to deadlines.	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
<b>GENERAL SKILLS AND ATTRIBUTES</b>	
Committed to Advance's charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	I
Work co-operatively with colleagues, in statutory and non-statutory agencies	A/I