

## NEXT LINK JOB DESCRIPTION

<b>Post:</b>	<b>Female Domestic Abuse Housing IDVA</b>
<b>Responsible to:</b>	<b>Next Link Senior Service Manager and BCC Housing and Landlord Services Project Manager</b>
<b>Hours:</b>	<b>Full Time 37.5 hours</b>
<b>Contract</b>	<b>Permanent</b>
<b>Salary:</b>	<b>Point 12 £26,421 (unqualified) or Point 15 £27,803 (qualified)</b>

### **JOB PURPOSE:**

Based in the Bristol City Council or North Somerset Housing teams you will , work alongside colleagues and other partners to support individuals and families affected by domestic abuse who are in housing need. You will develop and coordinate support and training and provide interventions relating to domestic abuse.

You will support and train housing workers to develop a robust, trauma informed approach to service users faced with housing issues and domestic abuse. enhancing the response to DVA within BCC's/North Somerset housing teams and linking into and supporting strategic work across the city

### **MAIN OBJECTIVES:**

- To train and support housing staff to identify and support victims of domestic/sexual abuse.
- To establish and maintain support to women and their children, with a victim centred approach, focussing on safety and recovery and ensure service users:
  - Are safer
  - Feel safer
  - Feel more empowered and confident
  - Have an increased understanding of DA and risk factors
  - Are more aware of safety measures
  - Have an increased understanding of the abuse they are experiencing
  - Understand the Impact of DV on their children
- Using intelligence from a variety of sources, and support housing teams to identify these families in need who are at risk of domestic abuse, alongside partners form a clear action plan and lead on their housing whilst addressing their domestic abuse
- To provide advice and guidance to Housing teams and other partners dealing with domestic abuse and help develop and improve processes (on behalf of the victim)
- Be an active participant in multi agency meetings and undertake regular consultations with housing and other partnership colleagues

- To liaise effectively and collaboratively with partner agencies to respond to adults and children in crisis and at risk, maximising safety and achieve positive outcomes
- Champion service user empowerment and involvement by ensuring services:
  - Are accessible to all potential service users;
  - Value and respect service users as the experts of their experience;
  - Work in strength-based and solution-focused ways with clients;
  - Facilitate agreed actions into practice
  - Use service user feedback and involvement to improve our service
  - Have a Think Family approach
- Provide support to enable survivors to safely maintain their current accommodation, access welfare benefits, legal advice alternative housing, and support services.
- Maintain an effective support service with the aim of enabling the survivor to develop the skills and resources necessary to move on and maintain independence and self-reliance.
- Liaise effectively and collaboratively with all appropriate agencies and community groups to ensure the best access to services and meaningful community engagement for service users.

## **PRINCIPAL RESPONSIBILITIES**

### **1 Partnership Domestic Abuse Expert**

- 1.1 To provide vision, direction and advice to housing and other partnership colleagues in relation to establishing a coherent and integrated approach to incidents of domestic abuse
- 1.2 Attend meetings and provide consultations to share knowledge and expertise and where appropriate provide them with specialist advice and guidance
- 1.3 To operate within specified locations / co-located within the housing teams in Bristol, providing a responsive and approachable service to meet the needs of families
- 1.4 Identify existing relationships between the client and other professionals, utilise these to create opportunities for the victim to engage with domestic abuse support
- 1.5 To link to other family advocates and professionals in regard to their awareness of and oversight of case work around issues of domestic abuse
- 1.6 Deliver presentations, training and advice sessions to all partners who come into contact with families experiencing domestic abuse.

### **2 Referrals and Assessments**

- 2.1 Using intelligence from a variety of sources, to identify families at risk of domestic abuse and in need of housing support.
- 2.2 Working with a 'whole family' approach, agree an integrated action plan to engage and support the family, leading on the domestic abuse support.
- 2.3 Carry out a needs and DASH risk assessment with the family and agree the best approach to engage and support them.
- 2.4 Ensure effective access to the service for victims and encourage their engagement with the service, through multi agency working and service flexibility

2.5 Refer to or attend MARAC as required

2.6 Act on MARAC recommendations as required

### **3 Support**

3.1 Using an outreach/proactive approach support the family a creative, consistent and assertive way to sustain engagement with support to achieve positive outcomes for the family

3.2 Provide practical and emotional support to service users around DVA, delivering high-quality interventions

3.3 Ensure that service users are at the centre of their support, encouraging and empowering them to direct their support and make informed choices about their future options.

3.4 Advise victims 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

3.5 Participate in Housing Partnership meetings and other multi-agency meetings in respect of children and adults at risk as required, providing reports and undertaking actions as necessary working directly with victims

3.6 Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other hard to reach groups.

3.7 Safeguard the welfare of children, young people and adults at risk; working within BCC/North Somerset's and Next Link's safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk. Monitor all safeguarding concerns and make appropriate referrals to First Response/Care Direct as necessary

### **4. Record keeping and monitoring**

4.1 Maintain up to date, accurate, legible and accessible records of all work and contact with service users, other agencies/professionals and others, ensuring that they meet the requirements of data protection and confidentiality.

4.2 Ensure all client records, outcome and monitoring data is accurately recorded using Housing teams management system and any other record/monitoring systems, prepare any additional information or reports used for the monitoring and evaluation of the services as required.

### **5. Developing of self and others**

5.1 Actively participate in regular one-to-one supervision, reflective practice groups and annual appraisals.

5.2 Attend and make a positive contribution to staff / team meetings and to participate in organisational training and development events as required.

5.3 Provide support and guidance to trainees, relief/agency workers and volunteers, when required.

5.4 Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.

### **6. General**

- 6.1 Act as a representative of Next Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate.
- 6.2 Uphold the values and good name of Next Link and Bristol City Council at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Next Link's Code of Conduct. Uphold the values and behaviours of Bristol City Council/North Somerset and adhere to Bristol City Council's/North Somerset's Code of Conduct
- 6.3 Work flexibly within a team setting; liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
- 6.4 Work within Next Link's Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
- 6.5 Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
- 6.6 Observe both organisations equal opportunities, confidentiality and data protection policies.
- 6.7 Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
- 6.8 Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

***This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.***

***Next Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***

***Next Link is committed to Equal Opportunities.***

***Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement.)***