

NEXT LINK JOB DESCRIPTION

Post:	Female Children & Young People's IDVA North Somerset Domestic Abuse Services
Responsible to:	North Somerset Team Leader
Hours:	37.5 per week
Location:	North Somerset
Salary:	Point 12 (not qualified) £26,421 per annum Point 15 (qualified) £27,803 per annum *Potential opportunities for IDVA training

JOB PURPOSE:

This post will be based within Next Link Domestic abuse services (including part-time co-location in North Somerset council) providing outreach, and community based support to high-risk victims under the age of 25 across North Somerset.

The role involves empowering young victims to increase their options; make positive choices/decisions; increase their confidence; safety and to enable and empower them to cope and recover from their experiences.

Working closely with the Lighthouse, Front Door, MASH and MARAC to provide co-ordinated package of emotional and practical support, advice and advocacy to female or male high-risk survivors of domestic abuse.

MAIN OBJECTIVES:

- To establish and maintain support to young survivors, 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; and
 - Have an increased understanding of the abuse they are experiencing
- Providing support to enable high risk survivors to safely maintain their current accommodation, access welfare benefits, legal advice, alternative housing, and support services as applicable.
- To provide age specific trauma informed one to one and group interventions that enable children and young people (CYP) to build emotional resilience and well-being.
- To provide a high quality service and co-ordinated package of on-going emotional and practical support to CYP who are suffering effects from the trauma of domestic abuse.

- Maintain an effective support service with the aim of enabling the CYP to develop the skills and resources necessary to move on, maintain safe relationships and achieve their potential.
- Champion service user empowerment and involvement by ensuring our 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; and
 - Use service user feedback and involvement to improve our service
 - Have a Think Family approach
- To liaise effectively and collaboratively with all appropriate agencies and community groups to ensure the best access to services and meaningful community engagement for CYP.

PRINCIPAL RESPONSIBILITIES

1. Referrals and Assessments

- 1.1 Promote the service through building positive relationships with the Police, Lighthouse, Youth services current and potential referrers and service users to ensure a steady flow of appropriate referrals.
- 1.2 To carry out risk assessments including DASH, co-produce safety plans with the service user regularly review the plans, enabling survivors to assess and manage risk to their own safety (alongside carer if appropriate). Amend plans as appropriate when circumstances change and attend the MARAC and refer service users when appropriate.
- 1.3 Carry out needs assessments which effectively establish the support needs of individuals and families and enable support to be offered as quickly as possible. Respond flexibly as the CYP needs and risks change.
- 1.4 When appropriate, using our established protocols, make referrals to youth specialist services support services and CAMHS for a mental health assessment.
- 1.5 Liaise closely with applicant and referral agencies and keep informed of progress and outcome of their referral/assessment.

2 Support

- 2.1 Build rapport and trust with the child/ young person through regular support sessions, which can be a combination of face to face appointments, telephone, email, text, and skype/facetime.
- 2.2 Ensure that survivors currently living in abusive situations are aware of their rights and options. Give safety planning advice, safeguarding actions or requirements and explain the effectiveness of criminal and civil sanctions available to them.
- 2.3 Advocate on behalf of victim in a professional and respectful manner, encouraging and enabling the young person to have their own voice and develop self-resilience.
- 2.4 To liaise closely with parents, carers and responsible adults as necessary.
- 2.5 To liaise with other agencies including the child / young person's social worker, health visitors, teachers, tutors, police and to share information in line with Missing Link's confidentiality policy.
- 2.6 To attend child protection case conferences where appropriate.
- 2.7 Ensure relevant and up to date information and advice is available to all children and young people to enable them to make informed and age-appropriate decisions.

- 2.8 Support and empower children and young people with forming positive relationships and articulating sexual boundaries and personal space.
- 2.9 Maintain knowledge of local services, encourage engagement and reduce the child/ young person's isolation.
- 2.10 Provide support as part of an integrated approach by working in partnership with other voluntary and statutory agencies (e.g. the police, local authority, social services, housing, youth service, education/ training/ employment agencies, primary health services, mental health, counselling and substance misuse services) to ensure efficient mechanisms for referrals and to advocate for children and young people to ensure their needs are met.
- 2.11 Support CYP to increase independence and support their recovery by developing their own support networks, taking up training, education and employment opportunities, maximise income, reducing debts etc.
- 2.12 Enable and encourage the victim to take advantage of all services relevant to their needs and safety such as legal advice, housing and benefits rights, education, medical treatment, counselling etc. Assist the victim in gaining access to solicitors, benefits agencies, housing departments
- 2.13 In conjunction with the service user/family complete the Oasis needs assessment and draw up a support plan together with the survivor. Ensure your work with service users is recovery focused and strengths based, supporting survivors in a creative, consistent and assertive way to ensure positive outcomes are achieved. Review the support plan regularly and record changes agreed.
- 2.14 Ensure that survivors currently living in abusive situations are aware of their rights and options. Give safety-planning advice and explain the effectiveness of criminal and civil sanctions available to them.
- 2.15 To have a Think Family Approach by ensuring:
- Children and Young People's voice is central to informing services
 - Addresses safety, educational, health and emotional needs
 - Supports them understand their experience
 - Equips them with skills to recover and grow up to form positive, equal, safe relationships.
- 2.16 To maintain knowledge of local services, encourage engagement and reduce the service user's isolation.
- 2.17 Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from black and minoritized groups. LGBTQIA+ communities, Gypsy Traveller Communities, disabled people, male survivors, women with complex needs and those facing multiple disadvantages and barriers.
- 2.18 Maintain an up to date working knowledge of housing legislation, housing and welfare legislation and the welfare benefit system.
- 2.19 As appropriate carry out a financial assessment and assisting, them to maximise their income, address debts, budget and pay bills and support them to make appropriate welfare benefit claims.
- 2.20 Provide recovery orientated support, psychologically informed interventions and practical support to individuals on caseload.
- 2.21 Safeguard the welfare of children, young people and adults at risk; working within Missing 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 Care Connect as necessary
- 2.22 Respond to emergency and crisis situations by providing support, advice, signposting or direct interventions as necessary.

2.23 At an appropriate time and in a planned way, negotiate and agree with service user the planned withdrawal of Next Link's support.

3 Record keeping and monitoring

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

3.2 Ensure all client records, outcome and monitoring data is accurately recorded using the OASIS case 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.

4 Developing of self and others

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

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

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

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

5. General

5.1 Work within a rota system including regular evening and weekend work and take part in the on-call rota as required.

5.2 Provide cover for and assist in the delivery of the Duty telephone helpline

5.3 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.

5.4 Uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link's Code of Conduct.

5.5 Work flexibly within a team setting; liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.

5.6 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.

5.7 Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.

5.8 Observe organisations equal opportunities, confidentiality, data protection policies.

5.9 Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.

5.10 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.)

**Person Specification: CYP IDVA
North Somerset Domestic Abuse Services**

Qualifications and Experience	Essential	Desirable
Experience of working with young people in a multidisciplinary setting	✓	
Experience working with the police, Lighthouse, MARAC and children's services.	✓	
Proven experience of providing advocacy, emotional and practical support to young people including legal options, housing, health and finance.	✓	
Experience of a risk assessment processes (including DASH), safety planning and risk management for victims of Domestic Abuse.	✓	
Experience of co-producing support and risk management plans that are strengths based and recovery focussed	✓	
Demonstrable experience of the carrying out safeguarding procedures in a support role.	✓	
Experience of working in partnership with parents, carers, statutory and voluntary agencies, to achieve positive outcomes for children and young people.	✓	
Demonstrable experience of being proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues	✓	
Experience of lone working in the community	✓	
Accredited CYP IDVA qualification		✓
Experience of delivering group work and / or training		✓
Up to date knowledge of the welfare benefits system and the ability to ensure service users maximise their benefit entitlement		✓
Knowledge of mental health legislation		✓
Knowledge of housing legislation		✓
Skills	Essential	Desirable
Strong numeracy, written communication and ability to carry out own administrative workload.	✓	
Excellent level of IT literacy, operate case management systems with evidence of a methodical and well organised approach to work	✓	
Ability to communicate effectively with young people especially around sexual health, working empathetically, understanding their needs and managing sensitive information appropriately.	✓	
The ability to facilitate and deliver solutions and support within a partnership setting, through advocacy whilst maintaining an independent role and maintaining victim's safety as central to any response.	✓	

The ability to provide respectful, non-judgemental, and confidential support to victims	✓	
Maintaining professional boundaries, show resilience and reliability under pressure	✓	
Ability to work as part of a team demonstrating a flexible approach to collaborative working	✓	
Ability to apply psychologically informed practice		✓
Ability to work with a recovery focused approach		✓
Knowledge	Essential	Desirable
Knowledge and understanding of Domestic Abuse and it's impact on children and young people	✓	
Demonstrable understanding of the diverse needs of child survivors experiencing domestic violence	✓	
Demonstrable knowledge of strategies to empower children and young people to address issues of DVA	✓	
An understanding and knowledge of the impact of trauma on child development and age appropriate behaviours	✓	
Knowledge of criminal and civil legal proceedings relating to Domestic Abuse	✓	
A thorough understanding of child protection and adult at risk issues and organisational legal responsibilities surrounding these.	✓	
Values	Essential	Desirable
A commitment to the Victim's Code of Practice	✓	
Commitment to diversity and equal opportunities at work	✓	
Commitment to service user participation, involvement and co-production, ensuring the voice of children and young people are heard	✓	
Other	Essential	Desirable
A current, full driving licence and access to appropriate motorised transport	✓	