



# FIRST LIGHT

## ROLE PROFILE

<b>Role Title</b>	Assertive Outreach IDVA	<b>Service</b>	DASV Service
<b>The Role</b>	<p>To provide direct outreach support and advice to anyone impacted by domestic abuse and sexual violence, ensuring appropriate support is in place to improve outcomes for those effected by domestic abuse. To raise awareness of Domestic Abuse and Sexual Violence within hard-to-reach groups in the local community. To provide support for those identifying and engaging in abusive behaviors and form part of the We Are With You outreach team and Safer Futures IDVA team.</p> <p>The Outreach IDVA will:</p> <ul style="list-style-type: none"> <li>• To provide a high quality practical and emotional support to people of all genders living in the community who are living with, or have lived with, domestic abuse/violence</li> <li>• Raise awareness within hard-to-reach groups within the local community about Domestic Abuse and support available</li> <li>• Be able to adjust their practice to deliver a truly individualized intervention that is based on complex need and risk</li> <li>• Identify and make links with existing projects and community services and to develop joint support where appropriate</li> <li>• Provide Domestic Abuse and Sexual Violence support to the outreach teams and develop assertive outreach support within the Safer Futures teams.</li> <li>• Work within a crisis intervention team and will have the ability to engage and work flexibly to demonstrate positive outcomes for service users.</li> <li>• Follow First Light procedures and protocols as well as those from other services so that the safety of the clients is kept central to any process</li> <li>• Maintain accurate case notes in line with data protection</li> <li>• Ensure that clients get the services to which they are entitled</li> </ul> <p>The post holder will need to be highly motivated, flexible and able to work unsupervised on a day-to-day basis.</p>		
<b>Reports to</b>	IDVA Team Leader	<b>Salary</b>	£22,200 per annum

Behavioral Competency	Level	Definition Statement
Achievement	2	Achieves significant progress in the long term and wider performance of the Agency. Sets out to be the best – has own measures of excellence and works to these.
Analytical Thinking	2	Looks objectively at every side of an idea or situation to ensure that all outcomes are thoroughly assessed before deciding on the appropriate course of action. Analyses complex situations by looking at multiple causes and effects.
Client Focus	3	Always works closely with victims, developing an independent view of their needs and acting in long-term interest.
Initiative	3	Takes action to avoid imminent problems and looks for ways to achieve greater results. Works flexibly and can respond to challenge.
Flexibility and Adaptability	2	Dependent on the individual situation, to accomplish tasks or

		activities more effectively. Responds effectively to changing circumstances. Remains focused when faced with competing demands. Makes reasonable adjustments to ensure maximum effectiveness and motivation of self and others.
Ethics & Values	2	Fosters a climate of trust within the work team and contributes to policies and procedures to deal with difficult situations around confidentiality. Can interact with others fairly and objectively. Sets a strong example through own behaviour.
Professional Confidence	2	States confidence in his or her own ability and is prepared to stand by difficult or unpopular decisions. Looks for and gets new responsibilities. Praises the work of others. Does not advance own career by tarnishing the reputation of others.
Planning and Organising	3	Organise work according to project and time management principles and practices and plans contingencies to deal with the unexpected.
Self-Awareness	2	Uses coping mechanisms to deal with difficult or emotional situations over time. Sets up support structures to manage stress levels on a proactive basis. Understands need to be strong and positive in the face of adversity but also recognises areas of one's own weaknesses and when to seek guidance and support.
Team Working	2	Proactively shares information and learning with colleagues. Addresses conflicts or issues within the team in a positive manner. Provides clear feedback to team members. Uses understanding of different interests and agendas to achieve positive outcomes.

### Safeguarding

Adult and child safeguarding is everyone's responsibility and local partnership working is essential to ensure there is consistency within counties in how adults and children are safeguarded from abuse and neglect. It is vital that all staff understand their roles and responsibilities, and work in ways that safeguard adults and children who use the services at First Light. Expectations of staff are set out in our safeguarding policies, which are regularly updated to meet the local safeguarding board requirements.

<b>Key Activities</b>	Provide a pro-active service to victims of domestic abuse and sexual violence.
	To provide a pro-active response to those who identify using abusive behaviours
	To undertake risk assessments and deliver an appropriate service in keeping with the result.
	To liaise with colleagues, and other partners to ensure that the most effective and appropriate outcomes are achieved for the victim or person displaying abusive behaviours
	To undertake safety planning with victims and develop an individual service plan to reduce the identified risks.
	To work within a Trauma Informed approach with vulnerable and hard to reach service users.
	To work within We Are With You, outreach team and promote shared learning between the teams.
	To understand and actively use the legal framework relating to the protection of children including the policy and procedures of the Local Safeguarding Children's Board and Adult Safeguarding policy and procedures.
	To assist the victim in developing their own support network.
	To effectively manage a caseload.
	To ensure accurate and timely maintenance of all case records, both hard and electronic.
	To follow procedures and protocols of the courts and of other services so that the safety of the victim is kept central to any process.
	To keep other relevant agencies informed about important changes in the clients situation.
To note and feed back to other agencies and/or your line manager any consistent difficulties	

	clients are having accessing their service.
	Work flexibly including out of hours as and when required to do so.
	To maintain a personal development plan with a focus on performance and service delivery
	Participate in fundraising activities to promote our cause and brand
	Represent the charity and service with a broad range of organisations and individuals
	To undertake any duties as may be required from time to time commensurate with the grade of the post.

<b>Key Results</b>	<b><i>Key results to be agreed annually at appraisal and may include:</i></b>
	Performance indicators relating to national occupational standards
	Team Leader Feedback, Client, Colleagues and Stakeholders Feedback
	Performance review against stated team objectives
	Quality Assurance of case work
	Service User feedback
	Other projects as defined by the Service Manager

## PERSON SPECIFICATION

When completing your application form, you should consider how you've demonstrated the items listed below (and in the wider job description on our website) through your professional and personal life, including hobbies, academia, part-time jobs and extra-curricular activities. Please cite specific examples. Applications meeting all the 'essential' criteria will be considered; however, this does not guarantee invitation to interview.

	Essential / Desirable
<b>EDUCATION, QUALIFICATION AND TRAINING</b>	
Literacy skills and experience working with databases	E
Hold a SafeLives IDVA training certificate, or a relevant degree, or demonstrable equivalent experience, or vocational qualification	E
Full Driving Licence	E
<b>EXPERIENCE</b>	
Supporting victims of domestic abuse, or working with vulnerable people within an outreach setting	E
Managing a high caseload of cases with complex needs	D
Working within a multi-agency and legislative framework	D
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	
Have a good understanding of domestic abuse and sexual violence and the impact it has.	E
Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children	E
Have a good understanding of Domestic Abuse Legislation and relevant multi agency procedures, including safeguarding and MARAC	E
Understanding the principles of risk assessment, safety planning and risk management for victims of domestic abuse.	E
Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals	E
Have strong crisis management skills and the ability to deal with stressful and difficult situations	D
Handling confidential and sensitive information appropriately	E
Understand the remits and resources of relevant statutory bodies and voluntary services.	D
To be able to demonstrate an understanding of what equality and diversity means in the workplace	E
<b>PERSONAL</b>	
Act with integrity and respect when working with all clients, agencies and individuals	E
Work flexibly as part of a team	E
Able to maintain personal and professional boundaries	E

### Short listing criteria

3 points	=	fully meets criteria
2 points	=	mostly meets criteria
1 point	=	partially meets criteria but falls short on key aspects
0 points	=	does not meet criteria