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| **Title:**  | Support line Domestic Abuse Advisor |
| **Area:**  | Community |
| **Reporting to:**  | Community Team Leader*All paid members of staff are accountable to the CEO, and ultimately the Trustees of TDAS* |
| **Service:**  | Community  |
| **Place of work:** | Trafford  |
| **Hours of Work**  | 30 hours per week |
| **Salary/scale:**  | Starting: £21, 064 (£25,979 FTE) |

*This post is subject to DBS disclosure scheme and there is an Occupational Requirement under the Equality Act 2010 Schedule 9 (Part 1) for the post holder to be a woman.*

**Background**

Trafford Domestic Abuse Services (TDAS) is a Quality accredited, registered charity offering support to individuals and families who are affected by domestic abuse since 1990. We support families who live/work in the Trafford area and also provide IDVA and Children and Young People (CYP) support services in Salford. We provide both intervention and prevention services and work in partnership with other voluntary organisations to support families across Greater Manchester.

**TDAS Values**

**I**nnovative: introduce new ideas, are creative and foreword thinking.

**C**ollaborative: work in partnership with key stakeholders to enable people to achieve a defined & common purpose

**O**penness: create an open culture, provide transparent reporting, good fundraising and governance.

**P**erson centred: provide coordinated, personalized and enabling services to everyone

**E**mpowering: empower our service users to become stronger, more confident, being aware of their rights and privileges and live a more meaningful and fulfilling life.

**Purpose of the role**

To provide advice, support and information to adults contacting TDAS via telephone and online services.

You will work as part of a skilled, multi-disciplinary staff team and must be approachable and highly motivated in supporting and encouraging people experiencing domestic violence/abuse, using a trauma informed approach to make informed choices to determine their own future.

**Main Duties**

* Providing emotional support and information in a non-judgemental and non-directive way to people who are experiencing or have been affected by domestic abuse.
* Providing a safe space for people to talk and share their feelings.
* Providing information to service users about TDAS’ services, the support available to them and signposting them to other relevant services if appropriate, such as local organisations, emergency services or social groups.
* To decide on the most appropriate method of offering support to service users in accordance with the resources available
* Support the Referrals & Assessment working in making referrals into TDAS services and external services including MARAC accordingly
* Answering the telephone and passing on accurate messages to colleagues;
* Distributing post and emails to relevant colleagues and residents
* Use the DASH RIC to assess the risk of service users at the point of entry to TDAS
* Make referrals into TDAS services and external services including MARAC accordingly
* Carry out assessment and safety planning procedures with service users and deliver a service appropriate to the identified level of risk.
* Hold a small caseload when required
* To keep accurate, factual and appropriate daily recordings and record these on the case management system in a timely and professional manner
* To ensure standard and effectiveness of work with service users is consistent and of high quality
* Support the Community Team Leader on reporting and delivery of Outcomes as highlighted in funders requirements.
* Liaise and work in conjunction with key agencies ensuring that multi-agency work is undertaken as part of the process involved in the assessment and delivery of services provided to adults.
* Access regular feedback from service users to ensure the continued improvement of services and support offered to children and young people by TDAS.
* To deliver awareness raising sessions to the public on domestic abuse and its effects on families
* To plan and manage own workload working on own initiative, often in times of crisis
* To be aware of, implement and keep up to date with Child Protection/Safeguarding Procedures in accordance with TDAS and Trafford Borough’s Child Protection/Safeguarding policies and procedures.
* To ensure regular health and safety procedures including risk assessments are completed where appropriate
* Work in partnership with adults, families, staff, statutory, voluntary and community organisations to promote the welfare and wellbeing of all adults and families supported by TDAS.

**General**

1. Work with the Chief Executive Officer and other staff members to

 promote and support the development of TDAS.

1. To adhere to TDAS Code of Conduct at all times.
2. To attend staff meetings when required
3. To work in line with, and follow, the policies and procedures of TDAS.
4. To ensure that all TDAS policies and procedures are implemented and

 promoted by staff.

1. To actively promote diversity in the organisation.
2. To act as an ambassador for and represent the TDAS at external

 functions.

1. To represent TDAS on local and regional forums.
2. To build positive relationships and partnerships with key local agencies
3. To embody TDAS’s values and act as a role model.
4. To participate actively in the management team, contributing to the strategic development of the organisation.
5. To undertake any other duties as may be deemed consistent with the requirements of the post.

**Person Specification**

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| **Essential Experience** | **How Assessed****A = Application****I = Interview**  |
| 3. Minimum of 12 months experience of working with adults in a domestic abuse or equivalent setting | A |
| 2. Experience of working with adults in a crisis situation, demonstrating strong crisis management skills and ability to cope under pressure. | A & I |

You are required to have an excellent understanding of:

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| **Essential Understanding** | **How Assessed****A = Application****I = Interview** |
| 4. Knowledge and understanding of the effects of domestic abuse on adults, children and young people and relevant legislation | A & I |
| 5. In depth understanding of safeguarding adults and Child protection | A & I |
| 6. Equality issues and marginalisation of various groups and communities  | A |
|   7. The roles and responsibilities of statutory organisations in relation to DA | A  |
| 8. Working knowledge of all relevant Policy and Procedures e.g. risk assessment, support planning and delivery of person-centred services, Health & Safety requirements | A & I |
|  9. Knowledge of appropriate assessments related to supporting adults | A & I |

You are required to be able to demonstrate that you have:

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| **Essential Skills** | **How Assessed****A = Application****I = Interview** |
| 10. Ability to deliver high standard of service provisions to all users and stakeholders and commitment to continuous improvement | A & I |
| 11. Excellent written, verbal and interpersonal communication skills | A & I |
| 12. Ability to work as part of a team | A & I |
| 13. Ability to work under own initiative  | A |
| 14. Good numeracy skills and literacy skills | A  |
|  **Desirable Skills** |  |
| 15. Ability to use IT to record case notes and reports  | A |
| 16. Understanding and knowledge of the principles of undertaking risk assessment, support planning and delivery of services. | A & I |

You are required to be able to demonstrate that you have:

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| **Qualifications/ Professional Membership** | **How Assessed****A = Application****I = Interview** |
| 18. NNEB/NVQ level 3 or equivalent qualification in Domestic Abuse, Social Care, Teaching or similar (Essential) | A |

You are required to be able to demonstrate you:

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| **Essential Personal Qualities & Competencies** | **How Assessed****A = Application****I = Interview** |
| 20. Have values consistent with those of TDAS | A & I |
| 21. Act with integrity and respect when interacting with service users, employees, agencies and individuals | I |
| 22. Are committed to upholding TDAS’s policies and procedures | A  |
| 23. A commitment to diversity and working in an anti- discriminatory way | I |
| 1. Ability to maintain professional boundaries at all times
 | A |

**Additional Requirements**

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| The post holder will be required to liaise with TDAS Chief Executive Officer, Director of Operations, other TDAS Staff, TDAS Board of Trustees, Statutory, Voluntary and Community Organisations and other professionals.  |
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| There will be a requirement for attendance at some Board Meetings, Professional Meetings and training sessions as and when directed by the Chief Executive Officer, Director of Operations and the Board of Trustees. |