

# Job Description and Person Specification

## **JOB DESCRIPTION**

<b>EMPLOYER:</b>	West Wales Domestic Abuse Service
<b>ADDRESS:</b>	42 Portland Road, Aberystwyth SY23 2NL
<b>JOB TITLE:</b>	Domestic Abuse Health Advocate
<b>RESPONSIBLE TO:</b>	Adult & Families Senior Practitioner
<b>RESPONSIBLE FOR:</b>	This post has no line management responsibilities.
<b>SALARY GRADE:</b>	£23,500-£24,000 FTE dependent on experience
<b>WORKING HOURS:</b>	37 hours per week
<b>SPECIAL CONDITIONS:</b>	Occasional evening or weekend work may be required. On-call duties may be required on a rota basis. Some travel will be expected.
<b>BASED AT:</b>	Based in WWDAS offices and Bronglais Accident & Emergency Department, Aberystwyth – with travel across Ceredigion as required.
<b>DATE REVISED:</b>	April 2024
	The post will work within professional guidelines to deliver a specialist advocacy and high-quality support to patients so as to help identify issues of Domestic Abuse (DA) within Bronglais Accident & Emergency Department and enable risk assessment, safety and support processes to be put in place.

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### **Job Summary**

The post holder will work within the Emergency Departments of Bronglais General Hospital supporting Hywel Dda University Health Board staff to provide a timely and effective response for victims of violence against women, domestic abuse and sexual violence (VAWDASV).

The post holder will work within professional guidelines to deliver a specialist advocacy and high-quality support to those at risk of all forms of domestic abuse at all levels of risk facilitating access to services to keep them and their children safe.

They will develop and maintain effective communication systems within and outside the Health Board and create an environment that encourages open communication and trust and integrate support within the specialist VAWDASV teams at West Wales Domestic Abuse Service.

WWDAS places the needs of service users at the heart of everything it does and this is reflected throughout the organisation and its relationships with others.

We are particularly interested to hear from black and minoritised communities, and anyone wishing to discuss the post further should email [michelle.pooley@westwalesdas.org.uk](mailto:michelle.pooley@westwalesdas.org.uk). Please note this is not the email to get an application pack or to send your application form, please use [info@westwalesdas.org.uk](mailto:info@westwalesdas.org.uk) for these purposes.

## MAIN DUTIES AND RESPONSIBILITIES

The postholder is required to work with minimal supervision. They will carry out some or all of the following tasks, depending upon location, qualifications and experience:

### Duties and Responsibilities

<b>1.</b>	<b>SURVIVOR/CLIENT CARE</b>
1.1	Engage with individuals who have experienced or who are experiencing VAWDASV, considering their needs, background, rights and current circumstances, risks from alleged abuser, establishing trust, confidence and facilitating communication.
1.2	Work with the MARAC (Multi agency Risk Assessment Conference) process to create an action/safety plan amongst leading professionals for victims who are at high risk. Prepare updates for this process and to advocate on behalf of the victim, in this forum; to offer specialist institutional advocacy during this process.
1.3	In response to cases where VAWDASV is present, provide a pro-active, short to medium term crisis intervention service through individual safety planning and personal support.
1.4	Provide housing related support to enable clients to take on and/or sustain a tenancy to prevent homelessness and sign post the victim to other agencies that will help the victim sustain their tenancy.
1.5	Facilitate emergency accommodation/ a change of address that is safety driven.
1.6	Advocate for victims with agencies who can help to address the domestic abuse by understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
1.7	Use specialist knowledge to signpost individuals to local pathways of support related to the individuals' circumstances and specific needs, this includes substance misuse and mental health services and other regional pathways for support related to VAWDASV, including the regional perpetrator programmes, and be able to signpost individuals to appropriate support.
1.8	Provide face to face and telephone support to clients, both short and longer term.
1.9	Be available for victims who require one off advice over the phone.
<b>2.</b>	<b>TRAUMA INFORMED AND PERSON CENTRED</b>
2.1	Responsible for managing individual client case management files and to put a Safety plan in place relative to the victim and their family; have overall responsibility for updating and maintaining these.
2.2	Offer emotional support to the victim, with the opportunity for them to identify their experiences and the Domestic Abuse cycle. To 'roll with resistance' and recognise that not all victims' are ready to break the cycle of Domestic Abuse.
2.3	Work with the victim on the cycle of change and to regularly practise that a victim should never be forced to engage with a process that they are not comfortable with and in these circumstances to advocate on their behalf when they cannot.
2.4	Give victims a consistent response that allows them to access the service when they are ready.
2.5	Promote the national response that victims will have an unlimited opportunity to address the risk within their circumstances.
<b>3.</b>	<b>WORKING WITH PROFESSIONALS IN A MULTI AGENCY FRAMEWORK</b>
3.1	Be a point of specialist contact for health practitioners to discuss specific VAWDASV related concerns.

3.2	Provide advice and support to health practitioners in relation to asking about violence against women, domestic abuse and sexual violence, and responding effectively following the HDUHB Ask and Act pathway and support embedding the pathway into practice.
3.3	Complete and support Health Board staff to complete the SAFE LIVES Risk Identification Checklist and MARAC referrals as appropriate.
3.4	Attend relevant Health Board service meetings to raise awareness and understanding of the role.
3.5	Liaise and work closely with other agencies and professionals with regard to clients' support needs. E.g. Domestic Abuse Police Officers, Social Services, Social Landlords, Lettings Agencies etc
3.6	Attend regular specialist provider meetings as required
4.	<b>SERVICE DELIVERY</b>
4.1	Consider safeguarding issues when engaging with clients and to follow the Wales Safeguarding procedures (2019).
4.2	Be aware of and adhere to Health Board policies and procedures in relation to all relevant issues, including confidentiality.
5.	<b>ADMINISTRATION</b>
5.1	To work within WWDAS and Emergency Departments of Bronglais General Hospital administrative and financial systems (maintaining own routine administration e.g., calendars, word processing, filing, archiving in shared computer systems and responding to correspondence, including email concerning clients).
5.2	To maintain accurate and up to date detailed case notes and client records in accordance with Data Protection and other legislation, WWDAS policies and procedures and good practice.
5.3	To monitor the Advocacy Service via various methods including feedback from service users and to collate and report data and statistical information to enable monitoring the progress of the pilot and contribute towards evaluation processes and audit.
6.	<b>PROFESSIONAL CONDUCT</b>
6.1	Demonstrates a commitment to equal opportunities and diversity Participate in identified training.
6.2	Attend regular supervision with line manager and clinical supervision with an independent party.
6.4	To work as part of a team and be flexible. In the absence of staff assist with other duties appropriate to your role.
6.5	To maintain a healthy work/life balance, taking responsibility for scheduling time off and managing own workload and time pressures.
6.6	Deliver an evidenced based and professional approach to practice to ensure a high standard of service provision.
6.7	To undertake any other duties required, which may arise incidentally, develop, or be assigned commensurate with the post

<b>QUALIFICATIONS</b>	<b>Essential</b>	<b>Desirable</b>
1. Educated to degree in relevant area or able to demonstrate an equivalent level of knowledge, skills and experience.	✓	
2. Car owner and current driving license	✓	
3. Safeguarding Children & Adults Level 3		✓
4. Safelives IDVA Qualification / Equivalent		✓

<b>KNOWLEDGE &amp; UNDERSTANDING</b>		
5. Knowledge of safeguarding adults and children.	✓	
6. Knowledge of support work	✓	
7. Knowledge of relevant legislation related to VAWDASV	✓	
8. Understanding of the nature of DA and what victim blaming means	✓	
9. Understanding of issues and possible effects in relation to victims of DA.	✓	
10. Understanding of confidentiality issues and principles of equal opportunities.	✓	
11. Knowledge of welfare and housing benefit systems		✓

<b>EXPERIENCE</b>		
12. Experience of working with people who have been or are experiencing DA.	✓	
13. Experience of working within a multi-disciplinary multi agency team.	✓	
14. Experience of carrying out risk assessment.	✓	

<b>SKILLS</b>		
15. The ability to work with and relate to individuals who are disadvantaged or marginalised	✓	
16. Ability to work as part of a team	✓	
17. Ability to undertake assessments and develop support plans with service users	✓	
18. The ability to cope with fluctuating pressure and stress	✓	
19. The ability to record information accurately and concisely	✓	

20. Have the initiative and ability to manage own workload	✓	
21. The ability to empower and enable clients to make informed choices in their lives	✓	
22. The ability to build good relationships and ensure joint working with other agencies	✓	
23. Reliability and flexibility	✓	
24. IT skills, especially word and use of excel and databases.	✓	
25. Good communication, liaison and negotiating skills	✓	
26. Able to speak Welsh		✓

<b>VALUES</b>		
27. Calm, confident and articulate.	✓	
28. Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.	✓	
29. Shows respect for others' views and appreciate others' inputs and encourage colleagues	✓	
30. Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families, colleagues).	✓	
31. Willing to seek out learning, give and accept constructive feedback and committed to continuous improvement.	✓	