

Job Title:	Children and Adults IDVA
Responsible to:	IDVA Team Manager
Responsible for:	No direct line management responsibilities, but will provide mentoring for volunteers, students and Experts by Experience

Hours:	37 hours per week
Salary:	£26,742 - £28,742
Tenure:	Fixed term contract till end of December 2026 (maternity cover)
Location:	Wiltshire – hybrid role including the Trowbridge office, home working and travel across the county
Holiday Entitlement:	28 days plus bank holidays
Pension:	Group personal pension plan, with employer contribution of up to 4%

General Description:	<p>FearFree delivers services across the Southwest for victims, children and perpetrators of domestic abuse, sexual violence and stalking with the aim to break the cycle of abuse and support all to live free from fear. We provide trauma responsive support, and this post will be fundamental to ensuring service users, stakeholders and partners experience this in our daily delivery.</p> <p>Based within the Wiltshire Domestic Abuse Service, the IDVA team work within a multi-agency system to provide a trauma responsive, person centered independent service for victims of domestic abuse, empowering choice through informed decision making. You will hold a case load of high-risk victims, working proactively to support them and their families.</p> <p>FearFree is committed to flexible and hybrid working and this role will be a mix of home based and office based, alongside requiring travel for multi-agency meetings and other deliverables.</p>
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Key Responsibilities:

- Provide a high-quality service to those aged 13-25 at the highest risk.
- Provide practical and emotional support to service users, working jointly with them to carry out, implement and review needs assessments and support plans.
- Work closely with the children's teams across Fearfree.
- To understand and work effectively within a multi-agency framework, consisting of the MARAC and local partnership responses to domestic abuse, in order to reduce the risk for service users and their families.
- Identify and assess the risks and needs of service users using an evidence-based risk identification checklist.
- Work with high-risk service users to help them access services, to keep them and their children safe.
- Advocate for high-risk service users with agencies who can help to address the domestic abuse.
- Understanding the role of all relevant statutory and non-statutory services available to service users and how your role fits into them.
- Providing information to service users in relation to legal options, housing, health and finance.
- Develop and maintain working relationships with all key agency partners to address the safety of high risk service users ensuring their needs are met and safety plans are coordinated particularly through the MARAC.
- Manage a case load ensuring each person receives the appropriate support, tailored to their needs.
- Support the empowerment of the service user - assisting people to recognise the features and dynamics of domestic abuse present in their situation, and help them regain control of their lives.
- Work within an understanding of child development and in ways which will be accessible and inclusive of children's individual needs.
- Support service users to maintain existing accommodation and to advocate on their behalf, in order to access accommodation and additional support.
- To recognise, respect and address the needs of service users who face barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBTQIA+ communities, disabled people, those with complex needs and other groups which services have found difficult to reach.
- Provide practical and emotional support in relation to criminal and civil remedies, housing, health, education, employment, welfare benefits, counselling, legal aid and children's support.
- Accompany service users, when needed, to other relevant agencies and support them in their interactions with these agencies.
- Respect and value the diversity of the community in which the services work in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.

General

- Live and embody the FearFree values.
- To promote the service to external agencies where applicable.
- Give information and support to service users regarding their other needs and refer them to other support services as required.
- Ensure our service is widely accessible – adapting practice as required to suit individuals.

- Work across a large geographical area to ensure locality is not a barrier to accessing services.
- Deliver training and information sessions to promote our service, and increase awareness and understanding of domestic abuse, sexual violence and stalking for victims and those who harm.
- Have a responsibility around safeguarding of both adults and children, maintaining knowledge of appropriate policies and procedures and integrated working.
- Support other agencies in the identification and referral of domestic abuse, sexual violence and stalking issues via promotion of service and institutional advocacy.
- Ensure all referrals are clearly logged on our database and all case records are kept fully updated, according to FearFree policies and procedures.
- Engage with case management supervision, reflective practice and clinical supervision as required, taking an active role in managing own wellbeing and supporting the wellbeing of your colleagues.
- Support colleagues in all services across FearFree as required.
- Support the sustainability of the organisation by participating in fundraising activities and sharing ideas and contacts for income generation.
- To engage in and contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Undertake all statutory and mandatory training, as required by the organisation.

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and people we support and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society, to be able to meet individual needs and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree Equality, Diversity, and Inclusion policy.

Health & Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits, etc.

Policies and Procedures

Responsibility for formulating, updating and monitoring relevant FearFree policies and procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates.

All employees need to be aware of all FearFree Support Service's policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding Leads immediately. This role will require an enhanced DBS check.

Please note: This job description is not exhaustive and serves as a guide to the duties and responsibilities of the role. You may be required to undertake other reasonable duties as and when required, in line with the needs of the organisation and the evolving nature of the role.

Person Specification

Requirements		Essential (E) / Desirable (D)
Education and qualifications	Good standard of general education.	E
	Higher level education or similar/ relevant professional qualifications.	D
Experience	Practical experience of working with adults and children and young people with complex or other needs.	E
	Experience of working with those who commit harm.	D
	Experience of working with Quality System Frameworks.	D
	Experience of safeguarding children and vulnerable adults and conducting risk assessments.	E
	Experience of working on a helpline.	D
Knowledge	Have a good understanding of domestic abuse, sexual violence and stalking including the impact on victims and their children.	D
	Knowledge and understanding of the issues facing people who have experienced domestic abuse sexual violence and stalking.	D
	Understand relevant quality standards.	D
	Knowledge and understanding of trauma and trauma symptoms.	E
	Understand the principles of risk assessment, safety planning and risk management.	E
	Understanding safeguarding issues, and the legal responsibilities surround these issues.	E
	Understand and be committed to equal opportunities and diversity issues in policy and practice.	E
	Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children.	D
Skills and abilities	Ability to plan own workload, manage time effectively and deal with changing and competing demands.	E
	Ability to think creatively and show initiative.	E
	Ability to communicate with distressed people empathically.	E

	Ability to establish and maintain appropriate boundaries when working with people who may be experiencing personal crisis.	E
	Ability to establish and maintain professional working relationships with both clients and other professionals.	E
	Ability to communicate effectively with a range of professionals.	E
	Excellent verbal and written communication skills, including report writing and presentation.	E
	Ability to maintain effective administrative and monitoring systems.	E
	Ability to work under pressure and also to be aware of own needs and take responsibility for self-care.	E
	Ability to work in both a one to one setting and in a group setting.	E
Attitude and presentation	Reliable and trustworthy.	E
	Efficient and punctual.	E
	Non-judgmental.	E
	Willingness to critically assess own performance and reflect on own practice.	E
	Understanding of and commitment to equal opportunities.	E
	Strong team player – and ability to work both on your own and with others.	E
	Anti-Racist and promotes safe and inclusive workplace for all.	E