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| **Job Description** |
| **Job Title**  | NIDAS Specialist Unmet Need IDVA (Independent Domestic Violence Advisor) |
| **Responsible for**  | Volunteers, Students |
| **Direct Reports**  | NIDAS Assistant Manager |
| **Based**  | Multi Agency Safeguarding Hub Norwich |
| **Job Purpose**  |
| The Unmet Need IDVA will be part of a confidential, safe, and supportive team, within the Norfolk Integrated Domestic Abuse Service (NIDAS). They will provide effective, safe, supportive, and confidential support for women who have unmet needs aged 16 plus, who are assessed as high or medium risk and living with or fleeing domestic abuse.The purpose of the Unmet Need IDVA role will be to work within a multi-agency environment providing a range of support to reduce the posed risk of further harm to service users who have unmet needs, and to promote safe engagement when appropriate in criminal justice proceedings, Multi-Agency Risk Assessment Conferences (MARACs), The Sanctuary Scheme and Clare’s Law Disclosure processes.You will work with statutory and voluntary agencies to identify and establish clear referral pathways and support agencies to generate new referrals and provide information and guidance to increase the identification of women with unmet needs experiencing abuse in existing services.Y0u will support colleagues and partner agencies, to provide the best possible service for service users with unmet needs ensuring the service is accessible to all.  You will ensure that our service users receive an excellent level of support that uses a strengths-based and trauma informed approach and is centred around their aims and aspirations.  You will work alongside our service users to ensure that they feel safe, happy with the service they are receiving and have the widest opportunities available to them to enhance their lives and improve their safety and wellbeing.You will be required to represent the service by providing presentations and attending events as required and support the NIDAS Partnership Board in working towards the best possible outcomes for our service users. This role is subject to DBS and enhanced Police security clearance. |
| **Key Functional Responsibilities** |
| * To be the specialist lead within NIDAS for women who have unmet needs and do not engage with services through traditional referral pathways.
* To provide information and guidance to the team and to other professionals around domestic abuse and women who have unmet needs.
* To work with statutory and voluntary sector partners across Norfolk to identify and create appropriate pathways for women who have unmet needs or find it difficult to engage with traditional referral pathways.
* To ensure that the voices of women who have unmet needs are heard, and their experiences are listened to and fed into the county wide system in Norfolk, to develop and inform the response to domestic abuse.
* To identify and assess the risks and needs of women who have unmet needs using an evidence-based risk identification checklist.
* Build effective relationships with each service user and engage at their pace and in their preferred way; taking a service user led, flexible approach to providing practical and emotional support and advocacy.
* Support the empowerment of service users and assist them in recognising the dynamics of domestic abuse present in their situation and help service users to regain control of their lives.
* To manage a caseload, and regularly review support and safety needs in line with the accredited standards.
* Facilitate a holistic assessment with each service user, building a relationship and creating a personalised support plan that incorporates risk and safety, and builds on their strengths and needs.
* Comply with all health and safety policy and procedures and carry out activities in a safe manner.
* To maintain accurate and thorough case records.
* Comply within Data Protection and GDRP legislation and best practice.
* To offer telephone, virtual, group or face to face advice and support to service users who have been assessed as high or medium risk.
* To liaise with other teams within the NIDAS partnership to ensure seamless handover of service between the triage service and other teams within NIDAS.
* To track cases through the Police, CPS, court, and other systems to ensure service users have accurate and up to date information in compliance with the GDPR, confidentiality and data protection.
* To provide or coordinate support for criminal justice trials as required.
* To ensure that all safeguarding issues and concerns are reported and dealt with in accordance with organisational policy and procedure, legislation, and best practice.
* To promote and work within the policies and guidelines of NIDAS and employing organisations.
* To attend regular supervision and case management sessions.
* To complete a comprehensive induction and training agenda.
* To work at a different location either on a temporary or permanent basis upon reasonable notice, as part of your normal duties.
* To help and take part on request with any other such duties that are reasonably required to support NIDAS.
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| **Key Strategic Responsibilities** |
| * Work in a multi-agency framework and environment, safeguarding adults, and children.
* Promote Equality, Diversity, Fairness, and Inclusion at all times.
* Promote a ‘Team NIDAS’ culture across the service delivery.
* Ensure that our service users voices are central to all aspects of service delivery and is evidenced through safety and support planning, risk assessment and reviews.
* Be part of a team of community and family IDVAs and work collaboratively with colleagues throughout the NIDAS Partnership to deliver our visions, values, and objectives.
* Be innovative in identifying methods to successfully engage with people across a wide range of backgrounds and with diverse needs.
* Look for opportunities to improve and develop services that we offer.
* To promote collaboration and multi-agency working for service users and maintain up to date knowledge of local services to enable recovery.
* Support our service users to link into statutory, health and social care services to maximise their wellbeing and recovery.
* To implement NIDAS’s strategy on consultation and service user involvement to ensure that all service users can participate and contribute to the development of the NIDAS service.
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| **Person Specification** |
| **Education & Qualifications**  | **Essential*** Driving Licence, Business insurance and ability to travel across Norfolk.

**Desirable*** An accredited IDVA qualification or willingness to work towards one, as training will be provided commensurate with the post.
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| **Experience**  | **Essential*** Experience of working in a voluntary or statutory agency for a minimum of two years with vulnerable people.
* Experience of advocating for vulnerable people to achieve positive outcomes.
* A good understanding of common experiences and needs of vulnerable people including the specific barriers to disclosure of domestic abuse for women who have unmet needs and do not engage with traditional referral pathways.
* A good understanding of domestic abuse including the impact of domestic abuse on vulnerable service users and their children.

**Desirable*** Experience of using risk assessment tools for victims of domestic abuse.
* Experience of delivering talks and presentations.
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| **Knowledge & Skills**  | **Essential*** Knowledge of legislation around safeguarding vulnerable adults and children.
* Understand and be committed to equal opportunities and diversity issues in policy and practice.
* Excellent written and verbal communication skills, engaging with service users, colleagues, and partners.
* IT skills including use of Microsoft Office, Teams, case management systems, and databases.
* Inquisitive and problem solving. A commitment to seeking new ways of working to achieve positive outcomes.
* A clear understanding of Data Protection, GDPR, confidentiality, and data sharing protocols.

**Desirable*** An understanding of a strengths-based and trauma informed approach to support.
* An understanding of the impact of domestic abuse on women who are marginalised and hard to reach.
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| **Values**  | * Reliable, enthusiastic, non-judgmental, and understanding.
* Ability to be flexible and work independently, or as part of a team.
* Ability to respond calmly in sometimes pressured situations.
* Respect and value the diversity of the community and recognise the needs and concerns of a diverse range of people, ensuring the service and your approach is accessible to all.
* Always seek to expand your learning and undertake all training and development essential for this role.
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