

**Manchester City Council
Role Profile**

**Independent Domestic Violence Advisor, Grade 6
Business Delivery, Homelessness Group
Directorate for Families, Health & Wellbeing**

Reports to: IDVA Team Leader

Key Role Descriptors:

The role holder will provide a pro-active advice, support and advocacy service to victims of domestic abuse who are at high risk of harm or homicide to keep them and their children safe.

The role holder will provide practical and emotional support to victims and carry out individual safety and support plans appropriate to their needs

Key Role Accountabilities:

Prevent homelessness, repeat victimisation and reduce the risk of harm through relevant support specific to victims of Domestic Abuse

Provide a comprehensive and timely advice service to victims of domestic abuse, external agencies and professionals delivering information on relevant social welfare law, rights, housing options and support services in the community including an understanding of the Government agenda on tackling domestic abuse and within the context of any relevant legislation.

Recognise and respond to safeguarding issues identified in line with Manchester Safeguarding Children and Manchester Safeguarding Adults procedures

Respond to all queries from a wide range of people including both internal and external customers, using diagnostic, problem solving and crisis management skills, active listening and verbal communication skills for effective interaction with victims and staff at all levels.

Conduct detailed assessments with victims by completing individual safety and support plans and in order to reduce the risk of repeat victimisation

Refer to and represent the service and victims at Multi Agency Risk Assessment Conferences and take an active role in the delivery of a multi agency approach to risk management.

Deliver Domestic Abuse training and provide a consultancy service to internal and external agencies as required.

Work proactively to manage a caseload, maintain statistical records, confidential case records and other data as required by the service and in keeping with relevant quality assurance standards.

Attend court as a witness on behalf of Manchester City Council where the postholder has witnessed criminal behaviour or been subject to a disclosure of such behaviour.

Support the Council's strategic role of promoting economic growth and reducing dependency with a whole public service approach to integrated commissioning and integrated targeted interventions for individuals and families with the most complex needs

Personal commitment to continuous self development and service improvement

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Independent Domestic Violence Advisor – Key Competencies and Technical Requirements

Behavioural Competencies

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Engagement Skills:** Ability to empathise with and motivate others through building and maintaining effective relationships and gaining support for achieving outcomes, demonstrating the ethics of good practice including respect and tolerance of different people and perspectives.
- **Communication Skills:** Ability to communicate equally, clearly and effectively with the widest range of individuals across all levels of society, in a way that promotes understanding and takes account of individual need. Ability to express opinions, information and key points of an argument clearly, understanding the dynamics of conflict and how to achieve mutual agreement.
- Demonstrate an understanding of the views of others and communicate in a manner appropriate to the audience, both verbally and in writing. Ability to listen attentively to the views of others and respond appropriately to risks and issues arising.
- **Planning and Organising:** Ability to organise multiple tasks in the most effective way, prioritising, preparing in advance and setting realistic timescales for own self and others. Ability to visualise a plan of action needed to achieve a specific goal and to respond to risks that may have an impact on the delivery of such goals.
- **Problem Solving and Decision Making:** Ability to make effective decisions on a day-to-day basis, taking ownership of those decisions, whilst considering individual circumstances and remaining customer focussed. Ability to think logically and explain reasoning behind decisions or actions taken, demonstrating sound judgement in escalating issues where necessary. Ability and confidence to think creatively and provide innovative solutions to problems within limited time constraints. Ability and confidence to develop adopt and justify new approaches outside of existing parameters.
- **Administrative Skills:** Good level of literacy and numeracy skills to produce letters, assessment and support plans, case notes and other documentation, with familiarity with information technology including databases and word packages.

Technical requirements (Role Specific)

Must have experience of working with survivors of Domestic Abuse in order to support victims referred into the MARAC process through the criminal justice system, access civil remedies and reduce the risk of repeat victimisation and homelessness

The postholder will deal with traumatic and upsetting situations and circumstances. You will need to show emotional resilience in dealing with these issues and be able to respond positively to the customer on a day to day basis.

Must consent to and apply for an enhanced DBS check.

Completion of SafeLives training or equivalent or willingness to attend SafeLives training

The post is subject to casual car user allowance.