



ISS Domestic Abuse Practitioner Job Description



JOB PURPOSE

As a Specialist Domestic Abuse Practitioner within our prevention services, you'll provide a high-quality, proactive and frontline service to the partners and ex-partners of perpetrators engaging in the Derbyshire 180 service. You'll deliver evidence-based support interventions, focusing on safety and protection, with the ultimate goal being a safer future and life free from abuse.

About Us The Heart of Change

Working with Glow, you will be a part of our mission to end relationship abuse, by campaigning for change and providing support throughout Staffordshire and its surrounding areas.

Through a full circle approach, Glow seeks to address the issues from every angle, ensuring no member of the community is vulnerable to an abusive relationship.

Key responsibilities

- Manage a case load and make sure each customer receives the appropriate service individual to their needs. Their safety and wellbeing will be at the heart of everything you do, so risk assessments, safety planning, referrals to other agencies and MARACs will be done using an evidence-based risk identification checklist.
- Work alongside partner agencies, such as the police, health professionals, child protection, housing practitioners and other voluntary and statutory specialists, so the wider needs of customers are understood and met.
- Provide practical, emotional and advocacy support that empowers victim-survivors to understand and overcome their current situation. You'll focus on practical safety measures and the use of civil and criminal justice systems in order to increase protection.
- Explain housing, civil and criminal legal options to customers and support them through the criminal/civil justice systems and MARAC process, so that they understand the procedures, as well as their role and rights within those forums.
- Work in partnership with the Intensive Case Managers, making sure that all necessary actions are carried out to maintain the safety of the victim-survivor while the perpetrator is engaged with the service.
- Participate in regular risk management meetings with the wider prevention team, fostering a family approach to risk, safety and support.
- Keep customers updated and discuss any concerns or issues raised during meetings or reviews and put plans in place.
- Support customers to access services so that customers can achieve their goals. Monitor their progress and encourage development.
- Deliver support in locations that are safe, accessible and flexible to the needs of the customer and service.
- Contribute to the external accreditation of the service by making sure standards are adhered to and participate in activity to achieve re-accreditation.

Key Performance Indicators

- Make sure all work is recorded, collated updated and saved securely in accordance with commissioners and organisational requirements.
- Make sure all monitoring and evaluation tasks are completed and meet organisational targets.
- Work to and maintain all agreed health and safety and environment standards and practices.
- Work to and maintain Respect accreditation standards.
- Make recommendations to increase and develop value for money solutions for the service and organisation.
- Achieve positive customer and stakeholder outcomes and feedback for services which are delivered to agreed time and performance standards.
- Meet development goals set.

Key Contacts

- Line manager
- Prevention team colleagues
- Respect colleagues
- Local partner organisations
- Honeycomb Group colleagues

Health & Safety

- You will need to make sure that all of our Group health and safety guidelines and fire regulations set out in our policies are met, follow our safe working practices and complete online health and safety and fire training.

General

- Be aware of and follow all Group policies.
- Have regular 'My Check In' sessions throughout the year to monitor your objectives, track your progress and to support your personal development and wellbeing.
- Take responsibility for your personal development, agree personal development plans and undertake training provided to continually develop your skills and knowledge. You'll be compliant in safeguarding children, young people and vulnerable adults within the legal framework.
- Put your own unique stamp on the role and take on any other duties within the scope of your position.
- Carry out a new DBS check every three years.

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Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	<ul style="list-style-type: none"> A good level of education such as GCSE English and maths, or equivalent. Have completed, working towards or willing to complete the SafeLives IDVA qualification or other relevant qualifications. 	
Experience	<ul style="list-style-type: none"> At least 12 months experience supporting adults with complex needs, such as relationship abuse and mental health. Experience handling personal data in line with GDPR. 	
Knowledge	<ul style="list-style-type: none"> A genuine understanding of people in abusive relationships. You'll be working in a civil/legal setting so you'll need to have an understanding of criminal and civil law processes and proceedings. Knowledge of working within professional boundaries and safeguarding practices. 	
Skills	<ul style="list-style-type: none"> Great at time management and ability to prioritise high risk cases. Able to work positively within a team. Good ICT skills and experience of Microsoft Office. 	
Personal attributes	<ul style="list-style-type: none"> Be self-motivated and able to work remotely. Hold Honeycombs missions and values and let them be at the heart of everything you do. Have a commitment to anti-discriminatory practice and the Equal Opportunities Policy. 	
Additional requirements	<ul style="list-style-type: none"> Hold a full driving licence and use of own vehicle for work. Subject to enhanced DBS check and police vetting. 	

Glow is a part of Honeycomb Group



HONEYCOMB
GROUP

Honeycomb Group is a Group of brands dedicated to making this region and the surrounding areas vibrant. Together we're a team of people working to create more opportunities for everyone in our local communities.

Our Honeycomb Group values are what connects us and keep us working together in the same direction:

At Honeycomb Group, we're connected by a set of collective values, keeping us all working in the same direction.

Be dead genuine

- Be authentic
- Don't take yourself too seriously
- Create a customer experience they'll never forget
- When in doubt smile

Never shut the door

- No hierarchy
- Don't hear what you want - listen
- Be open & flexible
- Always think about others

Chase curiosity & ambition

- Commit to the challenge
- Fuel your passion
- Put heart into your work
- Create a no-fear culture



Be a leader in the field

- Don't manage inspire
- Take initiative, step up even if it's not your job
- Follow your gut
- No blame culture
- Be confident

Come together

- Seek value from others
- Be a team player
- Chip in when others need help
- Act in the best interest of everyone