

Job Description

Job Title: Independent Personal Advisor (IPA) – Cardiff Domestic Abuse Refuge

Responsible To: Projects Manager

Location: Cardiff

Purpose of Job: Working within the refuge provision in Cardiff, building trusting and respectful relationships with, and delivering key working support and safety work with women and children. Ensuring the safety of all women accessing refuge, and oversight of the highest quality maintenance and cleanliness of the project. This role often requires lone working, as such following procedures, taking initiative and self-motivation is essential.

Hours: 35 per week (occasional flexible working as per service need).

On Call: Required to be part of the first tier on call rota, including telephone and in-person support. IPA's provide On Call support and advice for colleagues, with issues and emergencies they may need to deal with. This may require providing some shift cover / out of hours project attendance where alternatives are not possible.

Service Delivery / Support

1. To collect and meet women and children as they access refuge to reassure them, ensure they feel safe and settle them in to refuge.
2. Complete Assessments of support needs, regular reviews, and ongoing individual support sessions in partnership with the woman and any wider support agencies.
3. Complete Risk Assessments and safety plans including regular reviews and updates in line with Llamau's procedures, ensuring this is available to the whole team. Share risk information as required, and appropriate including prompt updates following incidents to protect everyone involved.
4. To provide flexible support to ensure maximum engagement, for example adjusting hours if the woman is working and can only meet in the evening.
5. Ensure women are fully involved in agreeing their support goals, the outcomes they would like to achieve for their lives, and that support promotes their independence i.e. not doing for them, but with them to build their skills.
6. To take the lead in advocating for the woman in safeguarding procedures as they arise.

7. To facilitate house meetings and engagement activities, ensuring views and wishes are heard, and women have the opportunities to develop their confidence and skills.
8. To provide support through any ongoing Police, safeguarding and court processes, ensuring the safety of the woman is paramount.
9. Co-ordinate the support provided by working closely with the wider support team and external agencies.
10. Liaison and professional communication with both external agencies, and within Llamau, as required.
11. Ensure all notes, support and safety plans and risk management are recorded as required after every session / review, and that case files contain ALL relevant information on each individual as required.
12. Engage women in support available, and complete specific key-working duties for them with a range of complex support needs. This can include a large element of lone working, and the need for safe working practices.
13. To liaise with providers in housing to reduce all barriers from swift move on from emergency accommodation in to longer term sustainable housing.
14. To provide resettlement support from refuge – this may be supporting the woman to return safely to her own home with safety measures or resettle in the community through PRS or housing.
15. To liaise with external organisations to ensure all wider support needs are referred on as they leave refuge to enable continuity of support.
16. To be part of the on-call rota that Llamau operate, this provides support and advice to lone working project staff, and can, where all other options have been unsuccessful, mean that the on call worker has to attend a project to provide emergency cover.
17. Ensure that monitoring is completed for the project as required to evidence the effectiveness of support provided.
18. Act in accordance with procedures, Risk Assessments and Safety Plans, when working with all women, particularly whilst dealing with risky situations.
19. Monitor and respond promptly and appropriately to safeguarding issues in accordance with Procedures e.g. knowing when to request Police Welfare checks and contacting on call for support with safeguarding concerns.
20. Plan, promote and provide opportunities for Participation within the project and the organisation. Activities can be planned in advance, or provided when a group of women are available.

21. Liaison and professional communication with external agencies, and within Llamau, as required. Ensuring good communication around this with the Support Worker, and clear recording of conversations and actions required.

Housing Management

22. Report, record and monitor all maintenance & routine checks in accordance with the policies and procedures of Llamau and the landlord.
23. Complete cleaning of communal areas and the cleaning of flats when they become vacant, and wherever this is a support need for a woman, to ensure a high standard is maintained and ensure swift turnover of rooms.
24. Identify when it may be necessary to call the Police / safeguarding / other Emergency services, and maintain professional relationships with them should they need to attend an incident.
25. Undertake and record routine maintenance and health and safety checks in accordance with Llamau procedures.

Working As Part Of A Team

26. Work flexibly to meet the needs of the women
27. Attend & participate in regular x-over meetings and full team meetings with other staff
28. Attend & participate in regular supervision and support, reflective practice sessions and annual appraisals.
29. Complete monitoring information as required, accurately and promptly, ensuring that deadlines are met.
30. Participate in regular review of project outcomes, ensuring the project is constantly improving.
31. Take responsibility for personal development by actively engaging in events, training, meetings etc that seek to develop or promote the ethos of Llamau.
32. Participate in the on call rota, responding to queries and issues outside of traditional working hours. This may require, on occasion the need to cover shifts in 24hr staffed projects within the service area.

General Duties

33. To positively promote and represent the interests of Llamau to those being supported, partners, neighbours and the local community, and to always conduct yourself in line with the Code of Conduct.
34. Comply with all Llamau's policies and procedures including the Support Methodology, PIE2 model of support, Key work and Support Procedure,

Confidentiality, Data Protection & all the Operational Policies for the Project/s in which you are working.

- 35.To actively engage in the Induction, Core Competency and identified developmental training.
- 36.To familiarise yourself with all Health and Safety guidelines provided and help ensure that Health and Safety at Work Regulations are adhered to, and Housing Management tasks completed.
- 37.Any other duties as reasonably requested.

Terms and Conditions

Working hours: 35 hours a week. Typical hours 9.30-5 though flexibility is required to meet the needs of women.

Salary: ADD SCALE 24

Probationary period: 6 months

Annual leave: 25 days, plus statutory bank holidays, increasing annually by one day to 32 days

Benefits: Auto enrolment of 3% Llamau and 5% employee contributions during probation, rising to 2% employee and 8% Llamau following successful probation (*must opt in to Llamau pension scheme).

Person Specification

ESSENTIAL	
Experience	<ul style="list-style-type: none"> At least 1-year experience of working with women who have experienced domestic abuse and trauma or in a similar environment Engaging women in support when they have a complex range of support needs. Ability to build immediate, trusting and respectful relationships with women accessing refuge. Experience of successfully liaising with a variety of agencies and working in partnership, e.g. Police, Local Authority, RSL's, Social Services, Voluntary Organisations, Education, Health etc.
Skills	<ul style="list-style-type: none"> To work on own initiative and under pressure. Ability to complete risk management and safety planning with women. To engage and communicate with women accessing refuge. To use innovative, strengths based techniques to actively engage women. To actively use creative participation methods to engage women. To organise and prioritise work, and meet deadlines. Professional approach, including clear professional boundaries. Ability to work flexibly to meet the needs of women. Ability to work constructively as part of a team and collaboratively throughout the organisation. Good standard of communication skills both written and oral. Computer skills, including use of case management systems, MS Teams, MS Excel, Word and Outlook.
Personal Qualities	<ul style="list-style-type: none"> Commitment to finding innovative engagement techniques for women who have experienced abuse. Motivation to work in a psychologically, trauma informed environment
Other	<ul style="list-style-type: none"> Understanding the impact of trauma on behaviours. Understanding of the wider impact of domestic abuse on the family Full UK driving licence and access to vehicle Able to be part of Tier 1 On Call Rota Understanding of and commitment to: <ul style="list-style-type: none"> the principles of Equal Opportunities the principles of a psychologically informed environment the principles of confidentiality Safeguarding procedures Work within the ethos of Llamau and its policies and procedures. Work within Health & Safety at Work regulations
DESIRABLE	
Qualification	IDVA or equivalent qualification



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Experience	Experience of completing Housing Management tasks Working within a Psychologically informed framework
Skills	Knowledge of the management of situations that may lead to violence, aggression or health harming behaviours.