



Coventry City Council

## Job Description

<b>Job Title:</b>	Independent domestic abuse advisor (IDVA)	<b>Job Number:</b>	A5846
<b>Service:</b>	Housing & Homelessness	<b>Grade:</b>	6
<b>Location:</b>	City Wide		

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

You'll provide support to victims of domestic abuse focusing on individuals with housing issues, who are homeless or threatened with homelessness.

You will be embedded within the local authority housing and homeless service ensuring housing professionals adopt a trauma-informed approach, can recognise the dynamics of domestic abuse and are providing more holistic support.

You will provide high quality specialist housing advice and case management for individuals experiencing domestic abuse. This includes homelessness and housing options advice and intervention to prevent homelessness occurring and to provide specialist advice and guidance to colleagues across the service and beyond who are supporting survivors of domestic abuse.

You will ensure a trauma informed risk led approach is adopted and comprehensive safety and support plans are developed, leading on the Council's ambition to achieve DAHA accreditation.

You will determine the individual housing needs of survivors of domestic abuse who are homeless, threatened with homelessness or need measures to be taken to enhance their safety within their existing home environment such as utilising the Sanctuary Scheme.

You will discharge the Council's statutory obligations in relation to preventing and relieving homelessness and where necessary make decisions in accordance with legislation to enable rehousing solutions.

To ensure specialist domestic abuse risk assessment tools are used to inform decision making and safety planning. To work effectively as part of a wider team, ensuring a person centred, holistic and tailored response.

### Main Duties and Responsibilities:

#### Housing advice and case management:

- To lead the management of domestic abuse cases that require intervention and expert knowledge to ensure access to services for all, including survivors with complex needs; i.e.,

Honour based violence, forced marriage, female genital mutilation, sexual violence, mental health and substance misuse needs.

- To be responsible for keeping up to date with legislative changes that can present barriers to effective working and access to services. To provide specialist advice, support and guidance (co working cases if required) to professionals on all aspects of case management for victims and their children impacted by domestic abuse.
- Maintain detailed and accurate case records to monitor own performance and assist Housing & Homelessness managers and Operational leads in the accurate recording and reporting of data to support individual case management and performance. This will involve updating several systems and accessing others such as customer databases and financial management systems.
- Discharge the Council's statutory duties under the Housing Act, Homelessness Reduction Act 2017 and Part 4 of the Domestic Abuse Act 2021.
- Ensure that excellent customer service is delivered and that local and national performance indicators are achieved in relation to repeat homelessness, prevention of homelessness and reducing the use of temporary accommodation.
- Work alongside colleagues to establish need for temporary accommodation, ensure suitable placements and that essential item requirements are provided. Support the survivor during this period and develop an appropriate safety and support plan. This will involve working in a variety of locations, including council buildings, in customer's own homes and temporary accommodation. The postholder will be lone working at times.
- Represent the Housing & Homelessness service at Multi Agency Risk Assessment Conference (MARAC), Multi Agency Public Protection Meetings (MAPPA) CYPS Case Conferences, other multi-agency meetings and forums to share information and resolve victims/survivors housing and support needs and try and maintain safety. Ensure effective operational joint working to provide survivors with speedy and appropriate housing solutions.
- Take a lead role in promoting the use of internal Domestic Abuse Housing Policies and Procedures, specialist domestic abuse risk identification and assessment (DASH) and management tools across the service.
- Lead as Domestic Abuse Champion, chairing the Housing & Homelessness Domestic Abuse champions network and participating in forums and awareness raising events. Offer specialist domestic abuse advice and guidance to colleagues across the service, including assisting with the delivery of domestic abuse training sessions and briefings. Support the development of good practice in this area, acting as a Domestic Abuse Champion for the service.
- Liaise with Accommodation and Housing providers, for example Supported Temporary Accommodation, Temporary Accommodation and Registered Providers, concerning breaches of licence or tenancy agreements and help to seek resolutions to prevent homelessness.
- To work closely with Coventry's specialist domestic abuse services and partner agencies to ensure the best outcome for survivors.
- Ensure appropriate referrals / signposting to other services for survivors and that routes and information is up to date and relevant.
- Case manage households, this could involve detailed enquiries and investigations to establish whether duties are owed to applicants, create tailored personal housing plans notifying them of any decisions made in writing.
- Any other duties and responsibilities within the range of the salary grade.

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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions

- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** Supported Accommodation Housing Manager

**Date Reviewed:** July 2022

**Updated:** April 2022



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## Person Specification

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<b>Service:</b>	Housing and Homelessness	<b>Grade:</b>	6
<b>Location:</b>	City wide		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Have knowledge of civil and criminal justice remedies for victims of domestic abuse and their children</li></ul>
	<ul style="list-style-type: none"><li>• An understanding of domestic violence and its effects on women and children and of best practice within the domestic abuse and Housing sectors</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of Housing and Homelessness legislation is desirable but not essential.</li></ul>
	<ul style="list-style-type: none"><li>• An understanding of the remits and resources of relevant statutory bodies and voluntary agencies.</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of people who have complex needs, including mental health, offending behaviour and drug or alcohol dependencies</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Excellent interpersonal, mediation and advocacy skills, alongside the ability to form and maintain relationships and professional boundaries with vulnerable people.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to remain calm in a crisis, working in highly traumatic and distressing situations, working with vulnerable people who may display challenging behaviours.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to plan, organise and co-ordinate, working to tight deadlines using own initiative.</li></ul>
	<ul style="list-style-type: none"><li>• Good written and oral communication, strong conflict resolution skills</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of Microsoft Office, particularly Word and Excel.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to communicate effectively at all levels, acting as advocate on behalf of survivors</li></ul>
	<ul style="list-style-type: none"><li>• The ability to travel around the city and a Flexible approach to working outside core hours.</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>• Experience of working directly with female survivors of domestic violence, of supporting women with housing needs, and of working within safeguarding procedures</li></ul>
	<ul style="list-style-type: none"><li>• Experience of working with the public in a face to face environment in complex situations</li></ul>



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	• Experience of managing a caseload and meeting deadlines
	• Experience of risk management and safety planning
	• Experience of working with people who have complex needs, including mental health issues, offending behaviour and drug or alcohol dependencies
	• Experience of working with customers with housing and/or support needs
	• Experience of working with vulnerable groups
	• Experience of multi agency and partnership working with external organisations to deliver positive outcomes for individuals

<b>Educational:</b>	• Good standard of general education, including GCSEs in Maths and English (or comparable)
	• A relevant qualification in housing is desirable but not essential

<b>Special Requirements:</b>	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
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**Date Reviewed:** July 2022

**Updated:** April 2022