



39 Blossom Street
York
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Dear applicant,

Thank you for your interest in working with IDAS.

Please find enclosed:

- Guidance notes – **please read these carefully**
- Job description
- Person specification
- Application form - please download from our website: [here](#)
- Link to our Diversity and Equalities Monitoring questionnaire: [here](#)

If you require any additional information about the position, please email info@idas.org.uk

All completed applications should be emailed to hbrandpayroll@idas.org.uk or posted to IDAS, HR & Payroll Officer, 39 Blossom street, York YO24 1AQ. Email applications are preferred. All applicants should also complete our Diversity and Equalities Monitoring questionnaire via the following link [here](#) This information helps us understand whether our recruitment process has reached a wide audience and it will be held completely confidential.

The closing date for this post is noon on Tuesday 21st September 2021 It is anticipated that interviews will be conducted after week commencing 27th September 2021.

Unfortunately, we are unable to provide feedback on applications.

Best Wishes,

Tracey Beever

Head of People, Independent Domestic Abuse Services.



Safe lives, free from abuse and violence

GUIDANCE NOTES: Independent Domestic Abuse Services

- Please read the job description and person specification before completing the form.
- Use black ink when completing the form.
- Complete the application form as fully as possible, referring to the job description and person specification. We only short-list people for interview who meet every essential requirement on the person specification.
- Include information about your relevant experience, this can be experience gained through voluntary work, interests or hobbies as well as through paid employment.
- Include details of why you want to work for IDAS as well as information about your experience.
- Please return the application form via email to: hbrandpayroll@idas.org.uk.
- Please complete the Diversity and Equalities Monitoring Questionnaire using the link provided.
- All your personal information is held in accordance with IDAS Data Protection and Confidentiality Policies and will not be shared with anyone other than for the purpose of this recruitment process.

Independent Domestic Abuse Services (IDAS)

Job Description

JOB TITLE:	Hub & Helpline DAP (Domestic Abuse Practitioner)
LOCATION:	York
SALARY:	NJC Scale 12-18 Starting £22,183 (Full-time)
HOURS:	37 Hours
LEAVE:	26 Days + Bank Holidays (Full-Time)
RESPONSIBLE TO:	Hub Manager
RESPONSIBLE FOR:	Volunteers and student placements

HOURS:

Flexible working patterns will be required to meet the needs of the project and will include evening and weekend work. Staff may be required to work in various locations. Annual leave and time off in lieu to be taken with the prior agreement of your line manager.

OVERALL OBJECTIVES

To ensure that victims and survivors receive high quality assessments, immediate support and safety advice and to refer on to relevant agencies.

To operate in accordance with best practice and within the policies and procedures of IDAS.

PARTICULAR TASKS OF THE POSTHOLDER

Support for Adults

To complete risk assessments and carry out effective safety planning with individuals ensuring that appropriate action is taken to reduce harm to them and to their wider support / family networks.

To complete an holistic, client-centred needs assessment, taking account of the whole family and provide immediate support and ongoing referrals to meet these needs.

To ensure that high risk clients are referred to and represented at the Multi Agency Risk Assessment Conferences system (MARAC).

To liaise closely with other agencies e.g. Supporting Victims' Unit, Housing, DWP, Health, Social Services, Solicitors, Police, Courts etc. on behalf of clients and to refer to these agencies as appropriate.

To help clients to take steps to ensure that they are safe in their homes, for example, arranging lock changes.



To make referrals to other IDAS services, to external agencies, to counsellors and to the refuge where this is the most appropriate course of action.

To highlight safeguarding concerns and report these to appropriate agencies.

To participate in the delivery of a helpline to victims of domestic abuse and sexual violence.

Internal and External Liaison and communication

To communicate positively with colleagues and promote IDAS values and ethos across the organisation.

To attend and participate positively in relevant meetings, training, supervision and annual appraisals.

To liaise with and train external agencies to increase public awareness of the issues surrounding domestic abuse.

To promote the work of Independent Domestic Abuse Services (IDAS) modelling a high standard of professional behaviours.

To represent IDAS at appropriate meetings and forums.

To develop positive links with voluntary and statutory agencies.

To keep up-to-date with national and local government decisions pertinent to IDAS.

Administration

To keep clear and up to date records and information.

To record all information on IDAS Case Management System.

Other

To participate (on a rota basis) in the delivery of an out of hours helpline.

To work on a flexible basis with some unsociable hours to meet the needs of the project.

To participate in fundraising activities.

To provide support and guidance to volunteers.

To undertake all other reasonable tasks requested by the management team.

Person Specification – Hub & Helpline DAP

Qualities required	
Skills and experience	<p>Working with people</p> <ul style="list-style-type: none"> ▪ Must have a proven track record of working with / supporting vulnerable people. ▪ Must be empathic and non-judgmental in your approach. ▪ Must have the ability to deal with changing priorities and unique situations and respond effectively to these seeking to resolve issues promptly ▪ Strong team working capabilities and ability to liaise and co-ordinate effectively with peers in the area to achieve area objectives <p>Communication</p> <ul style="list-style-type: none"> ▪ Must be able to communicate effectively with clients, colleagues and stakeholders ▪ Must show an ability to articulate views and ideas in a persuasive way ▪ To be confident at presenting information in a variety of situations, including court settings, in formal training and dealing with feedback and challenges <p>Equality and Diversity</p> <ul style="list-style-type: none"> ▪ To demonstrate a commitment to the principles of equal opportunity and diversity.
Organisational abilities	<p>Service Delivery</p> <ul style="list-style-type: none"> ▪ To have a clear understanding of best practice in relation to providing support to clients going through the criminal justice system ▪ Must be able to keep up to date with current thinking, developments and research and incorporate these into service provision. ▪ Must be committed to ensuring the delivery of quality services taking account specific account of the needs of clients <p>Finance & Administration</p> <ul style="list-style-type: none"> ▪ Should be able to demonstrate literacy skills ▪ Should possess IT skills, including knowledge of Word, Outlook and Excel ▪ Ability to operate within a quality assurance framework, ensuring objectives and targets are met on time and within budget.
Personal effectiveness	<p>Approach to work</p> <ul style="list-style-type: none"> ▪ Must be a strong team player who possesses tact, diplomacy and negotiation skills, is resilient under pressure, and is able to prioritise workloads effectively. ▪ Able to produce practical and creative solutions to issues and problems.
Education / qualifications	No formal qualifications are required.
Commitment to IDAS	<p>Commitment to organisational goals</p> <ul style="list-style-type: none"> ▪ Should be able to demonstrate a strong commitment to the objectives and values of IDAS.

	Embracing change
<p>The post holder is expected to work within policies and procedures of IDAS and be committed to its ethos and values. This will include promoting and demonstrating the principles of equal opportunity including encouraging diversity and tackling discrimination.</p> <p><i>IDAS values</i></p> <p>We are: Compassionate, determined, inclusive, courageous and respectful.</p>	

- Should be open to and supportive of change and new ways of working.