**EDAN Lincs Domestic Abuse Service**

**Information, Advice & Support (IAS) Worker**

Person Specification

| **Essential** | **Desirable** |
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| **Knowledge and Experience** |
| Hold relevant qualifications at NVQ Level 3, equivalent experience or a vocational qualification. |  |
| Have experience of or an understanding of domestic abuse, including the impact on victims and their families and the legal and practical remedies available to these clients. | Professional qualification. |
| Have experience of providing support to vulnerable adults, children and young people. | Experience of providing support to victims of domestic abuse. |
| Have excellent listening skills and ability to build a rapport quickly in an empathic and non-judgemental manner  |  |
|  | Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse. |
| Have sound knowledge of other voluntary and statutory services involved in the response to domestic abuse. | Experience of working in partnership with statutory and voluntary agencies. |
| Have a clear understanding of child protection issues, and the legal responsibilities surrounding these issues. | Knowledge of TAC, CIN or CP meetings |
| Can understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse. | Experience of assessing and managing risk. |
| Understand and be committed to equal opportunities and diversity issues in policy and practice. |  |
| Good organisational and planning skills, ability to prioritise workloads, manage competing demands; work under pressure and to tight deadlines. |  |
| An understanding of the importance of confidentiality, data protection and professional boundaries when working with adults, children and young people. |  |
| **Skills and Abilities** |
| Ability to empathise with vulnerable people and their issues. | Ability to empathise with victims of domestic abuse. |
| Ability to work independently and manage own workload. |  |
| Computer literate | Recognised IT qualification. |
| Good administrative and organisational skills. |  |
| Ability to maintain records and write reports to a high professional standard. |  |
| Flexible and adaptable attitudes to working practices, and willingness to contribute to the success of the team. |  |
| Ability to challenge in an assertive but non-confrontational manner. |  |
| Ability to cope with pressure, maintaining a good attendance record. |  |
| Ability to work effectively alongside volunteers to enhance service delivery. |  |
| Willingness to work out of hours as required to meet the needs of the service users. |  |
| **Attitudes** |
| Commitment to the human and legal rights of children and vulnerable young people. |  |
| Commitment to equal opportunities and the diverse needs of young people. |  |
| Act with integrity and respect when working with all clients, agencies and individuals. |  |
| Recognition of the complex nature of domestic abuse and commitment to acknowledging the unique nature of each case. |  |
| Holistic approach to case management and commitment to sustainable solutions. |  |
| Willingness to undertake training as specified by EDAN Lincs. |  |
| Be flexible and willing to work in a range of all types of statutory and voluntary sector environments. |  |
| **Competencies** |
| Provide professional advice that is clear, concise and in line with EDAN Lincs values. |  |
| Have a clear understanding and adhere to the relevant protocols on information sharing. |  |
| Escalate issues upward where there is an identified need. |  |
| Understand the information requirements of stakeholders and funders. |  |
| Identify and quantify potential risk and take appropriate actions. |  |
| Understand and adhere to the EDAN Lincs safeguarding policies and procedures. Seek guidance should a safeguarding issue arise. |  |
| Ensure implementation of EDAN Lincs policies and procedures for risk management. |  |
| Manage time effectively and ability to prioritise workload. |  |
| Record information accurately and legibly and report on progress within job role. |  |
| Play an active and positive role in meetings. |  |