Information, Advice & Support (IAS) Worker

 Job Description

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| **Job Title: Information, Advice & Support (IAS) Worker** | Version: 2 04/21 |
| **Reports to: Outreach Project Manager** **/ EDAN Lincs CEO** |
| **1** | **Purpose of Job**: * **To provide both practical and emotional support to adults, children and young people who have experienced domestic abuse. The length of support will be dependent on the need and risk of service user.**
* **To effectively triage, assess and manage risk appropriately for adults, children and young people who have experienced domestic abuse.**
* **To support adults, children and young people who have experienced Domestic Abuse. To provide crisis intervention, safety planning and support to safeguard and promote the welfare of children and young people.**
* **To equip, empower and educate adults, children and young people and their families to live a life free from domestic abuse.**
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| **2** | **Main Responsibilities, Tasks and Duties:** |
|  | 1. To carry out the aims and principles of EDAN Lincs, and Women’s Aid Federation of England (WAFE).
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|  | 1. To assess the impact of domestic abuse on adults, children and young people, focusing on their emotional, physical and mental wellbeing and to plan and deliver services to promote self-esteem and positive emotional development
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|  | 1. To provide a holistic package of support to adults, children and young people affected by domestic abuse by listening to, and responding to, their needs. This may include signposting and referring to other, relevant agencies.
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|  | 1. To provide crisis intervention, safety planning and support to safeguard and promote the welfare of adults, children and young people.
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|  | 1. To effectively triage, assess and manage risk appropriately for adults, children and young people who have experienced domestic abuse.
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|  | 1. To have a flexible and adaptable approach, including adopting alternative strategies to ‘hard to reach’ client groups.
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|  | 1. To provide administrative support and maintain internal database, trackers and information systems, including service user data, both written and electronically.
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|  | 1. To provide practical and emotional support including, but not limited to; support around domestic abuse, advice on housing options, accessing legal advice and information on welfare benefits.
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|  | 1. To have a flexible and adaptable approach, including adopting alternative strategies to ‘hard to reach’ client groups.
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|  | 1. To work in partnership with other agencies in order to provide a multi-agency approach to support adults, children and young people; initiating and attending Team around the child, attending Child in Need and Child Protection Conferences when required.
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|  | 1. To share responsibility for providing a professional, high standard of outreach support to adults, children and young people, relevant to their individual needs.
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|  | 1. To ensure the security, protection and confidentiality of adults, children, young people, EDAN Lincs and buildings.
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|  | 1. To raise and maintain a positive profile of EDAN Lincs with statutory and non-statutory organisations and within the public arena; as well as educating the wider community about domestic abuse, and the impact on children and young people.
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|  | 1. To keep up to date with legislative changes and other matters that affect domestic abuse, and the service.
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|  | 1. To ensure professional boundaries are always maintained when working with adults, children and young people, working within EDAN LIncs Code of Conduct at all times.
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|  | 1. To ensure that the current and appropriate data protection and health and safety regulations are adhered to, thus safeguarding the work practices of staff, volunteers and service users within the post holder’s scope of responsibility.
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|  | 1. To ensure to adhere to the EDAN Lincs policy on safeguarding vulnerable adults and children, escalating identified issues to their line manager.
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|  | 1. To be accountable to the Trustees for all actions taken on behalf of EDAN Lincs and undertake any other reasonable duties as required by the Trustees.
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|  | 1. To attend meetings as required by the Outreach Manager / EDAN Lincs Manager.
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| **3** | **Supervision of People: None** |
|  | 1. To provide day to day support to volunteers, students and colleagues during their induction period as necessary.
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| **4** | **Creativity and Innovation:** |
|  | 1. To contribute to creating a culture and environment that is forward thinking and positive; be open to new ideas and suggestions from staff members and others; be alert to efficiencies and improvements that might be made in the service and take steps to implement them.
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|  | 1. To contribute to the revision and development of EDAN Lincs business plan and production of its annual report
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|  | 1. To assess, plan, implement and evaluate support packages in conjunction with adults, children and young people and their identified needs.
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|  | 1. To make recommendations to the Outreach Manager / EDAN Lincs CEO regarding the delivery of service, including any potential income sources.
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| **5** | **Contacts and Relationships:**  |
|  | 1. To develop and maintain professional working relationships with services and partner agencies.
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|  | 1. To provide education on domestic abuse to adults, children, young people and professionals.
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|  | 1. To liaise with, and build positive relationships with funders of EDAN Lincs.
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| **6** | **Decisions:** |
|  |  | **Discretion –** *The post-holder has the following discretions:-** To make decisions regarding the day to day protection and support for adults, children and young people in accordance with agreed EDAN Lincs policies and procedures
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|  |  | **Consequences –** *The consequences of the post-holder’s decisions can be anticipated to impact on the following:-** The welfare and safety of children and young people, colleagues and the smooth running of the targeted children and young people’s service.
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| **7** | **Resources:** *The post-holder is personally accountable/responsible for the following:-* |
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|  | 1. Providing support to adults, children and young people; including 1:1 sessions, telephone support and group sessions.
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|  | 1. To ensure that any adult, child or young person at risk from abuse are provided with appropriate advice, emotional support and signposted to the necessary agencies.
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|  | 1. To ensure that the adults, children and young people are provided with appropriate activities, resources and tools in order to meet their needs
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|  | 1. Ensuring appropriate use and maintenance of EDAN Lincs equipment and resources.
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| **8** | **Work Environment** |
|  |  | **Work Demands** * To deal with emergency situations as presented by adults, children and young people.
* To maintain accurate and up to date records in accordance with required procedures.
* To have a flexible and adaptable approach.
* To provide support to the adults, children and young people for whom they are responsible for in accordance with the plan agreed.
* To complete reports within defined timescales and deadlines, often at short notice.
* A requirement to be independent, self-disciplined and a good communicator.
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|  |  | **Physical Demands** * Impact of workstation environment i.e. typing, VDU.
* Driving to locations in rural areas.
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|  |  | **Working Conditions** * Potential exposure to infectious diseases / illness.
* Potential exposure to unpleasant and unhygienic conditions created by service users.
* Potential risk to personal safety and belongings due to exposure to aggressive/violent behaviour from some service users.
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|  |  | **Work Context** * Stress of providing support to adults, children and young people affected by domestic abuse, including those with complex needs.
* Potential exposure to verbal abuse.
* Lone working – see Policies and Procedures for guidance.
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| **9** | **Knowledge and Skills**: |
|  | 1. An understanding of domestic abuse and how it affects adults, children and young people.
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|  | 1. Ability to maintain clear and precise records and statistics.
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|  | 1. Good verbal and written communication skills.
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|  | 1. Knowledge of the current issues and good practice guidelines related to working with those who have/are experiencing domestic abuse and a good understanding of local and national policies and procedures relating to children and young people.
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|  | 1. Knowledge and understanding of therapeutic approaches in relation to children and young people.
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|  | 1. Organisational and people management skills.
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|  | 1. Good time management skills, with the ability to prioritise work load.
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| **10** | **General:**  |
|  | Full driving licence and the use of a car |

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| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post-holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be with the consent of the post-holder. |
| **Equal Opportunities -** The post-holder is required to carry out the duties in accordance with EDAN Lincs Equal Opportunities policies. |
| **Health and Safety -** The post-holder is required to carry out the duties in accordance with EDAN Lincs Health and Safety policies and procedures. |
| **Safeguarding** – EDAN Lincs is committed to safeguarding and promoting the welfare of people experiencing domestic abuse, children, young people and vulnerable adults. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. **DBS, identity checks, references and qualifications will be verified for all employees.**The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust. |

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|  | Name: | Signature: | Date: |
| Job Description written for EDAN Lincs by: | ....................…… | ....................… | .............. |
| Job Description agreed by: [Post-holder] | ....................… | ....................… | .............. |
| **Job Evaluation -** This job description has been compiled to allow the job to be evaluated using the GLEA Job Evaluation scheme as adopted by EDAN Lincs.Note: Qualifications and Experience headings are included in the Person Specification |