



**nsdas**

For life free of abuse, fear & oppression  
North Surrey Domestic Abuse Service

## **NORTH SURREY DOMESTIC ABUSE SERVICE**

We are a registered charity working to enable people living with the impact of domestic abuse to make choices about their future and to rebuild safe and strong lives.

**TITLE OF POST:** IDVA / DOMESTIC ABUSE OUTREACH WORKER

**REPORTING TO:** The Domestic Abuse Outreach Manager

**BASE:** The Elmbridge Community Hub  
72 High Street, Walton on Thames, Surrey KT12 1BU

### **PURPOSE OF ROLE:**

To provide a domestic abuse outreach service for the boroughs of Elmbridge, Epsom and Ewell and Spelthorne

### **SPECIFIC DUTIES:**

#### **Direct Work with clients**

1. To contact clients using sensitive listening and questioning skills in order to allow clients to explain their situation and empower them to set their own priorities.
2. To provide skilled practical help, advice and emotional support to enable clients to reach an informed decision regarding their future, including safety planning and risk assessment.
3. To enable and encourage clients to take advantage of all services relevant to their problems such as legal and financial advice, housing and benefits rights, education, medical treatment, safety advice etc. and make appropriate referrals.
4. To assist clients where necessary by negotiating, drafting or writing letters and telephoning
5. To negotiate with third parties, including statutory and non-statutory organisations as required.
6. To accompany clients to meetings with agencies and Courts if needed.

7. To be mindful of the impact on any client's children witnessing domestic abuse and of the associated child protection issues.
8. To help reduce client's isolation and encourage them back into the community.
9. To seek opportunities for clients to access group work and to deliver group work as appropriate
10. To attend Multi Agency Risk Assessment Conferences
11. To assess clients for referral to the North Surrey Sanctuary Scheme
12. Understanding of Safeguarding Framework and procedures both for Vulnerable Adults and Child Protection.

### **Administration**

1. To maintain relevant casework records on clients for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation and ensuring such records are kept up to date and in accordance with the Data Protection Act.
2. To maintain records to fulfil monitoring requirements of funders
3. To undertake letter writing as appropriate

### **Other duties and responsibilities**

1. To uphold the aims and principles of the Citizen Advice Service
2. To keep up to date with policies and procedures relevant to bureau work and undertake relevant training within guidelines issues by Citizens Advice.
3. To uphold and work within the principles of the Surrey Multi Agency Strategy against Domestic Abuse
4. To provide advice and information to other organisations and take part in Domestic Abuse awareness raising events
5. To liaise with other organisations and agencies where there is a joint or multiple approach to a client and be aware that inter-agency co-operation is an integral and essential facet of outreach work
6. To attend meetings both internal and external as required.
7. To abide by health and safety procedures in accordance with Health & Safety legislation.
8. To work closely with the other Outreach Workers/IDVAs.
9. Any other duties as required to ensure the efficient provision of the outreach service.
10. To understand and adhere to Safeguarding Policies and procedures.

### **Professional Support and Development**

1. To keep up to date with legislation, case law and policies and procedures and undertake appropriate training relevant to the provision of an advice service and issues concerning domestic abuse
2. To prepare for and attend supervision sessions as required.
3. To attend team meetings.

4. To attend all relevant training as required including specialist domestic abuse/gender violence training and Citizen Advice training.

## **PERSON SPECIFICATION**

### **Skills/Knowledge and Experience**

1. Knowledge of the issues facing people experiencing domestic abuse.
2. Recent experience of advice work which could be within any voluntary or statutory organisation.
3. Ability to plan and prioritise own work, meet deadlines and manage caseload.
4. Experience of supporting victims of domestic abuse and evaluating risk factors.
5. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
6. Effective written and oral communication skills with particular emphasis on negotiating.
7. Ability to use IT in the provision of advice, compilation of statistical data and preparation of reports.
8. Flexible approach, ability to work on own initiative but also ability to work as part of a team.
9. Numeracy skills
10. An awareness of the importance of confidentiality.
11. The ability to listen, to communicate and to be non-judgemental
12. To demonstrate a commitment to equality and diversity.
13. To be able to work effectively with a range of different statutory agencies, voluntary organisations and individuals.
14. To demonstrate understanding of safeguarding issues.
15. To have a full driving licences and use of a car and ability to meet clients in the Boroughs of Epsom and Ewell, Elmbridge and Spelthorne.
16. To be qualified as a domestic abuse IDVA or willing to train to achieve this qualification.