

Berkshire Women's Aid

Job Description

Job Title:	IRIS Advocate/Educator
Job Purpose:	To provide training to general practices, on-going support for health professionals and advocacy for patients
Accountable to:	Reading Area & Projects Manager, who is accountable to CEO and IRIS Steering group
Line Manager for:	None

A. AIMS OF THE POSITION:

To provide training to general practices, on-going support for health professionals and advocacy for patients

- supporting and providing on-going training for health professionals in general practice on understanding and responding to domestic violence and abuse (DVA)
- encouraging health professionals to ask women about their experience of abuse and respond, record, safety check and refer
- building and maintaining an effective relationship with general practice teams
- providing individual needs-led information, support and advocacy (including sign-posting) for women who disclosed their past or current experiences of DVA

B. SPECIFIC AREAS OF RESPONSIBILITY:

The IRIS Advocate/Educator has responsibility to provide:

1. Practice-based work

- Deliver training to health care professionals about DVA in participating general practices
- Promote awareness of the experiences and needs of women living with or escaping DVA, particularly in relation to their health
- Develop a good relationship with all general practice staff and work effectively as part of the practice team. This includes:
 - provision of systematic support to the primary care teams of participating general practices, including meeting with individuals and small groups of clinical and administrative staff
 - Working closely with practice champions in each practice
 - Attending relevant meetings

- Further develop effective assessment and monitoring procedures and ensure that clear accurate records are kept and maintained
- Review number of advocate referrals made by clinicians in participating general practices
- Feedback on the use of the electronic template linked to the project (HARKS) and provide patient feedback and case updates /outcomes

2. Advocacy and support service

- Provide support to women experiencing DVA referred by primary health care clinicians from participating practices
- Provide support to women experiencing DVA who self-refer from participating practices
- Provide direct casework support, advice, information and advocacy to women experiencing DVA through telephone contact, and/or meetings at the relevant practice
- Work with women experiencing DVA to increase their personal safety (and that of any children) and inform them of their rights and options in terms of housing, legal and welfare rights
- To develop good working relationships and liaise with outside agencies when needed. This will include referral to colleagues within the specialist agencies – Berkshire Women’s Aid for Wokingham and Reading, A2Dominion for West Berkshire, to other specialist DVA services or other external agencies when appropriate
- Keep accurate records of all work done with or on behalf of clients and produce written reports as requested, including a monthly report of referrals from clinicians participating in the IRIS programme and the take up of these referrals advocacy including outputs and patient outcomes
- To contribute to monitoring and evaluation of the project.

C. GENERAL:

- working in a focussed, informed and professional way with clients, by assessing risk and needs in order to provide appropriate information and on-going support
- being able to process information accurately and signpost people appropriately
- working in partnership with BWA staff and volunteers to ensure the service is reliable and accessible
- ensuring a consistent joined up approach to the further development of the project
- maintaining good working relationships with local voluntary and statutory agencies and keeping up-to-date on local resources
- participating in and contributing to team meetings
- working constructively with line manager to provide a consistent, responsive service

Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develops.

D. KNOWLEDGE, SKILLS AND ABILITIES

We are looking for someone who has the following:

- In depth knowledge and understanding of the issues facing women who have experienced DVA, with specific knowledge of the effects on health
- Experience of working in or with GP practices, or related health fields
- Specialist knowledge and/or experience of working with women and children experiencing DVA and ability to communicate sensitively with women who may be distressed
- Knowledge of a range of options for and rights of women experiencing DVA and proven appliances of these concepts
- Experience of providing and reviewing training and ability to provide on-going training to health professionals
- Experience of building and maintaining partnerships
- Ability to liaise with external organisations
- Ability to work under pressure and to plan and prioritise own workload
- Ability to communicate effectively with a range of professionals
- Ability to establish and maintain appropriate boundaries when working with women who are experiencing crisis
- Ability to maintain effective office systems
- Ability to manage time effectively and prioritise competing tasks
- Knowledge of relevant legislation relating to DVA
- Knowledge of service evaluation and audit
- Knowledge of training in the DVA/violence against women sector
- An understanding of the needs of minority women experiencing DVA
- Excellent verbal and written communications skills including report writing and presentation
- In depth knowledge of training strategies and methods
- Understanding of and commitment to equal opportunities

E. ATTITUDE AND PRESENTATION

- Commitment to anti-discriminatory practice
- Able to critically assess own performance and reflect on own practice
- Reliable and trustworthy
- Efficient and punctual
- Consistent and flexible – able to deal with changing and competing demands
- Ability to think creatively and show initiative
- Non-judgemental and non-directive approach to empowering women along with the ability to understand the individual needs of women

PERSON SPECIFICATION IRIS Advocate/Educator

Experience & Skills	
	ESSENTIAL
1	Demonstrable experience of and commitment to working within an anti-discriminatory framework
2	Experience of working building and maintaining partnerships with other agencies
3	Experience of working with clients with a variety of support needs
4	Experience of delivering training to professionals
5	Excellent verbal and written communications skills including report writing and presentation
6	Working in, or with, General Practices or related health field
	DESIRABLE
7	Experience of working within the Violence Against Women / similar field
8	In depth knowledge and understanding of the issues facing women who have experienced domestic violence and abuse with specific knowledge of the effects on health
9	Experience of needs and risk assessment and support of women experiencing domestic violence and abuse
10	Proficient in Word-processing, spreadsheets and databases, preferably in a Windows environment
11	Knowledge of options for, and rights of, women experiencing domestic violence and abuse and proven ability to use in casework
Attitude, personal attributes and abilities	
	ESSENTIAL
12	Ability to establish and maintain appropriate boundaries when working with women who are experiencing crisis
13	Ability to maintain administrative and monitoring systems
14	Able to manage time effectively and deal with changing and competing demands
Education, qualifications & training	
	DESIRABLE
15	Degree level education or similar/relevant professional qualifications
16	Formal / informal training in a range of gender violence issues
Other	
17	Able to work at weekends and in evenings when required

The post holder must be female. Section 7 (2) (e) of the Sex Discrimination Act (1979) applies.

Berkshire Women's Aid

Terms and Conditions

Post:	IRIS Advocate/Educator
Salary:	£25,000
Hours:	37.5 hours per week working 9am - 5pm, Monday to Friday
Place of Work:	Based in Reading, the project will require travel in the West of Berkshire – covering Wokingham, West Berkshire and Reading
Annual Leave:	25 days per annum
Employer:	Berkshire Women's Aid is a registered charity and a company limited by guarantee
Pension Scheme:	BWA operates a voluntary Defined Contributions Salary scheme, which is managed independently by the Pensions Trust for Charities and Voluntary Schemes. The scheme is contracted out of the State Earnings Related Pension scheme (SERPS)
Line Manager:	IRIS Advocate/Educator is accountable to the Reading Area and projects Manager, who is accountable to the CEO and the IRIS Project Steering Group

The Post is initially funded for 12 months