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**LGBT IDVA Birmingham and West Midlands**

**Job Description**

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| **Reports to** | IDVA Team Leader |
| **Terms** | **££27,506 plus** up to 5% matched pension contributions.  Full-time, 37 hours per week, occasional evening and weekend work.  25 days’ annual leave entitlement, plus bank holidays . | |
| **Location** | Birmingham with outreach across West Midlands |
| **Job Purpose** | * Provide independent advocacy and support to LGBT survivors of domestic violence. * Work with survivors from the point of crisis and offer intensive support to help ensure short-term and long-term safety. * Maintain multi-agency links and partnerships through protocols and procedures that prioritise the safety of survivors of domestic violence. * Empower service users by providing them with emotional and practical support, thus enabling them to access their rights, empowering them to make decisions and increasing their life options. * Inform survivors of full range of civil, criminal and practical options that might increase their safety. |

**Main Duties**

**Casework Management**

* To advise and support LGBT survivors of domestic violence.
* To undertake advocacy casework, working with survivors following an initial assessment of their needs, working within a structured key-working relationship.
* To provide one-to-one-emotional, practical, legal and advocacy support to survivors through the development of an individual support plan, including risk assessments, safety planning and assistance in accessing other relevant services such as the police, counselling, housing, and legal services.
* To support LGBT survivors of domestic violence who are going through the criminal justice system.
* To develop and maintain good working relationships and links with other agencies, referring service users to appropriate specialist agencies where necessary as part of a support plan and in consultation with them.
* To ensure that any issues in relation to child or adult protection concerns are responded to in line with Birmingham LGBT’s policies and are brought to the immediate attention of the line manager.
* To deliver training on LGBT domestic violence.
* To work within Birmingham LGBT’s policies and procedures.

#### Monitoring, Evaluation and Information Management

* To participate in the collection and maintenance of information on relevant referral agencies and local services.
* To ensure high quality and effective statistical monitoring is undertaken at all times in accordance with Birmingham LGBT’s procedures.
* To produce monitoring reports as requested by the Office of the West Midlands Police and Crime Commissioner.
* To maintain accurate, confidential service-user records of contact details and interventions, ensuring that personal information is up-to-date and that it is kept secure and confidential at all times in compliance with the Data Protection Act 1998 and Birmingham LGBT’s procedures.
* To ensure that feedback from service users and agencies is actively sought to inform the continuous improvement and development of the service.

#### Professional Development and Training

* To keep up-to-date with developments in legislation, policy and local and national government initiatives that address domestic violence.
* To attend and prepare for regular meetings with the line manager and to participate in individual appraisals in accordance with Birmingham LGBT’s policies and procedures.
* To attend internal or external training events, meetings or forums, as requested by the line manager and in line with the post-holder’s professional development plan.
* To attend regular team meetings.
* To carry out other duties as may from time to time be reasonably required by the line manager.
* To support colleagues with general duties at the Birmingham LGBT Centre.

***The above is provided for guidance and is not an exhaustive list of all accountabilities that the post holder may have over time.***

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Education and Qualifications** | Good general level of education | Safer Lives qualification. |
| **Experience** | Proven experience of providing emotional and practical support to survivors of domestic violence.  Experience of working with members of the LGBT community.  Experience of collating monitoring information and reports  Experience of multi-agency partnership working. |  |
| **Abilities, Skills and Knowledge** | Excellent written and verbal communication skills, including the ability to build positive and supportive working relationships with service users.  Working knowledge of the legal system as it relates to victims of domestic violence, and an up-to-date knowledge of criminal and civil legislation relating to domestic violence.  Knowledge of domestic violence in LGBT relationships.  Knowledge and experience of the LGBT voluntary and community sector.  An understanding of the barriers faced by LGBT people experiencing domestic violence.  Ability to work flexibly as part of a team.  Ability to work effectively on own initiative, with minimal direct supervision.  Ability to work under pressure within a stressful working environment**.**  Good organisational and administrative skills.  Ability to represent Birmingham LGBT at a variety of levels.  Ability to produce marketing materials and newsletters.  Computer literate.  Understanding of confidentiality issues.  Understanding of issues of diversity and the principles of equal opportunities. |  |
| **General** | This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for a Disclosure to be made by the Disclosure and Barring Service for details of any previous criminal convictions. |  |