Job Description

Job Title	Advocacy Worker		
Section	Community Services	**Date Reviewed**	April 2023

Post Details

Reporting to: Service Manager

Main Purpose of the Job

To provide a sensitive, pro-active short to medium term advocacy, support, and information service, primarily by telephone, to victims/survivors of domestic abuse who are referred to ASSIST, focussing on those most at risk.

Main Duties and Responsibilities

- To provide a pro-active, short to medium term, needs-based service within a multi-agency framework to victims/survivors of domestic abuse, focussing on those at most risk
- To receive referrals from the police or other partner agencies and contact the victim/survivor within 24 hours to offer crisis intervention, risk assessment, safety planning and information
- To work towards the empowerment of ASSIST clients and support them to understand the dynamics of abuse as it has affected them
- To manage a caseload and to provide additional support to those ASSIST clients most at risk where a case is proceeding through a specialist domestic abuse court and/or the victim/survivor is assessed as being at high risk of further abuse
- To provide information throughout the criminal justice process and ensure ASSIST clients are kept informed of his/her rights and options and to attend the specialist domestic abuse court when required
- To support ASSIST clients to identify and take action to address their own safety
- To support ASSIST clients to identify and take action to address the safety needs of any children they may have while adhering to existing child protection procedures and best practice
- A requirement to work a variable shift pattern which includes weekend working
- To work in partnership with other relevant agencies on behalf of victims/survivors and to monitor their support pathway, including undertaking joint visits
- To comply with the Police National Intelligence Model (NIM)
- To advocate on behalf of and liaise with partner agencies to ensure the safety and support needs of ASSIST clients are being addressed
- To provide additional support as directed by the Service Manager or, where appropriate, the Lead Advocate, to ASSIST clients who are at highest risk and/or are referred to a MARAC (Multi-agency Risk Assessment Conference) and/or are referred to a Police Tasking and Co-ordinating process
- To maintain accurate and up-to-date database records of contact with or relating to ASSIST clients referred to ASSIST
- To inform the Service Manager or, where appropriate, the Lead Advocate, of institutional advocacy issues to enable these issues to be resolved at a strategic level
- To participate in multi-agency meetings or other groups as directed by the Service Manager
- To keep up to date with relevant research, legislation, and policy development in relation to gender-based violence
- To act as an effective representative of ASSIST by promoting the work and ethos of ASSIST
- To always work to the ethos, values, protocols, and service standards governing ASSIST
- To ensure the confidentiality and security of all information in accordance with the requirements of the Data Protection Act 1998

- To comply with the Council's Equality Policy
- To ensure that the duties and/or responsibilities, as defined in the Council's Health & Safety Policy, are implemented within the sphere of operation of the post, with particular reference at all times to the Health & Safety of employees and members of the public
- To carry out any other duties relevant to the post, as and when required to suit the Council's directives and objectives, subject to any reasonable adjustments under the Equality Act 2010

This is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation. The job description will be reviewed and amended, in consultation with the postholder, as duties and responsibilities change.

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