Job Description

Job Title	Lead Advocate		
Section	ASSIST and Domestic Abuse Services	**Date Reviewed**	April 2023

Post Details

Reporting to: Service Manager

Main Purpose of the Job:
To be the first point of contact for Advocacy Workers and Children and Young Persons Advocacy Workers in the provision of a pro-active, short to medium term service (in a multi-agency framework) to victims/survivors of domestic abuse where contact is primarily by telephone. To do an initial review of all ASSIST client intake to identify and focus on those most at risk.

Main Duties and Responsibilities:

- To provide guidance to Advocacy Workers on the ethos, service standards, procedures and protocols of ASSIST, the IDVA (Independent Domestic Violence Advocates) Charter, and all relevant court and criminal justice procedures.
- To be the first point of contact for Advocacy Workers requiring support with complex issues e.g. clients at visibly high risk, child protection concerns, court concerns and any other issues as they arise.
- To co-ordinate and prioritise referrals and allocate to Advocacy Workers (on a rota basis), and monitor progress against case allocations.
- To be responsible for the process of closing court allocated cases.
- To guide Advocacy Workers on child protection concerns and be responsible for quality assurance in relation to child protection referrals.
- To review all first contacts made by the Advocacy Worker, to ensure that the service standards are met, and to raise any issues arising from this with the relevant Advocacy Worker.
- To review all new referrals to ASSIST in order to identify those at most risk who may benefit from more intensive contact from ASSIST, and/or a referral to risk management processes e.g. a Multi-agency Risk Assessment Conference (MARAC) or Police Tasking and Co-ordinating.
- In conjunction with Advocacy Workers, to support ASSIST clients at high risk of further harm.
- To undertake duties in relation to the Council's Maximising Attendance policy, e.g. employee reporting and return to work meetings.
- To undertake supervisory duties in relation to annual leave and rotas.
- Collating and evaluating information in relation to complaints made by clients or external agencies.
- To work with partner agencies on behalf of ASSIST clients to monitor the support pathway including undertaking joint visits.
- Providing professional advice and guidance in the environment of partnership working.
- To comply with the Police Intelligence Model (NIM).
- Actively participate in all multi-agency meetings.
- To identify and address quality issues relating to ASSIST clients or the practice of any partner agency in the first instance and there after refer to the Service Manager.
- In conjunction with the Service Manager, to review standards of service delivery, including participation in staff induction.
- In conjunction with the Service Manager to identify training and development needs.
- Contribute to domestic abuse advocacy or agency training events.
- Prepare written or verbal reports.
- Review written correspondence to external agencies, as and when required.
- Keep up to date with relevant legislation and policy initiatives in relation to gender based violence.
- To deputise for the Service Manager as required.
- To undertake any other tasks as are deemed necessary by the Service Manager or Operations Manager.
- 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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