



Job Description

LGBTQ+ IDVA

Special Terms:	Full-Time – 37hrs per week Fixed Term until 31 st of March 2025 (subject to Funding) <i>Hybrid working</i>
Salary:	£28,921+ 10% pension
Accountable to:	Senior LGBTQ+ IDVA
Accountable for:	Sessional Worker and Volunteers (where applicable)
Closing Date:	9am - 15/08/2024
Interview Date:	27/08/2024

Role Summary

LGBT Foundation is an impactful, vibrant charity with a wide portfolio of well-established services and rapidly developing new initiatives aimed at meeting the needs of lesbian, gay, bisexual and trans people. We are looking for a new LGBTQ+ IDVA to join our domestic abuse and sexual violence programme. This role will be based within our delivery directorate and work holistically to support the pathways for service users who have or are experiencing domestic abuse. The role itself will be responsible for:



Delivering our first response provision: Contacting new referrals, completing DASH RIC Assessments, and making relevant internal and external referrals where required.



Delivering check-in calls to those on our waiting list: Maintaining regular contact with service users waiting to access our services, ensuring risk and need are reviewed, and providing signposting and follow-up where required.



Delivering group support and drop-ins as required: Provide core support to service users at low or standard risk, identifying core needs of those accessing and providing drop-in spaces for information, advice, and emotional support.



Keeping detailed notes and records of interaction: Ensuring all notes associated with contacts with, for, or on behalf of service users are logged in line with internal guidance and in a timely manner.

We are taking positive action to encourage applications from people of colour (PoC) and other racially minoritised communities, trans*, non-binary, and/or older people (aged 50+), to improve the representation of colleagues from these communities in our staff team.

*Trans is an umbrella & inclusive term used to describe people whose gender identity differs in some way from that which they were assigned at birth; including non-binary people, crossdressers, and those who partially or incompletely identify with their sex assigned at birth.

Role Accountabilities

Provide advice, advocacy and support to LGBTQ+ victims/ survivors:

- Support an agreed caseload of LGBTQ+ victims-survivors of domestic abuse. This includes face-to-face, virtual, and co-located/outreach appointments.
- Support the first response process to ensure streamlined referral processes, assessment of risk and need, initial safety planning and safeguarding actions.
- Identify and assess presenting risks and needs of LGBTQ+ victims-survivors using risk identification checklist and other evidence-based tools.
- Assist LGBTQ+ victims-survivors in dealing with the diverse impacts of harm and abuse (safety, emotional, social, financial, or practical).
- Support the empowerment of LGBTQ+ victims-survivors, assisting them to recognise the dynamics of abuse present in their own situation, and to help them regain control of their lives.
- Support LGBTQ+ victims-survivors in navigating the criminal/civil justice systems, ensuring they are aware of their rights and options.
- Provide representation for LGBTQ+ victims-survivors within MARAC and MAPPA frameworks across Greater Manchester.
- Support referrals to the wider DASV programme including outreach, safe accommodation, and ISVA provision.
- Work closely with the Services Directorate to ensure holistic approach to safety and support plans.
- Ensuring all contacts are logged effectively on client cases.

Support the Operational Delivery of the LGBTQ+ DASV Programme.

- Establish and maintain robust partnerships to enhance referral pathways into the LGBTQ+ DASV programme.

- Provide data for internal and external reports, performance monitoring and quality assurance.
- Engagement in team support spaces including team meetings and clinical supervision.
- Work to ensure that all referrals received by the service have the correct information included, working with professionals and community members to ensure we have full details required.
- Monitor all new referrals received to the domestic abuse service.
- Ensuring contact with service users within 48 working hours of receiving the referral.
- Support with the oversight of the dasupport and IDVA inbox, ensuring referrals are uploaded where required.

Provision of safeguarding support and specialist advice.

- Provide safeguarding support (including issues related to domestic abuse) to colleagues delivering front line services.
- Support with upskilling the wider delivery team around domestic abuse and support pathways via specialist training programmes.
- Provide consultation to other services to ensure they are inclusive and meet the needs of LGBTQ+ communities.
- Assess and monitor risk in line with LGBT Foundation's framework, policies and procedures.
- Hold up to date knowledge of safeguarding processes, including how to make referrals and conducting risk assessments when required.
- Follow all organisational policies and procedures when dealing with disclosures or supporting staff who are dealing with these.

General expectations of all delivery staff members:

- Completing intake assessments for clients wishing to access services outside the DASV team.
- Working in line with safeguarding policies and procedures.
- Making regular contact with safeguarding officers where new disclosures have been made, or risk has increased.
- Completion of safeguarding incident and issues forms following dealing with disclosures.
- Working holistically with other delivery directorate members to ensure support for service users is planned and effective.

LGBT Foundation Accountabilities

- Display a genuine commitment to equality of opportunity and an understanding of the issues faced by all LGBT communities. LGBT Foundation will challenge any discriminatory behaviour or language if it occurs.

- Further, LGBT Foundation has a commitment to using the insight gained through it's work to make the organisation more inclusive and representative of all LGBT communities.
- Completion of specific tasks allocated through work plans, project plans and the annual business plan of LGBT Foundation.
- Provision of monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.
- Compliance with LGBT Foundation's policies, procedures, management and monitoring systems.
- We are a learning and development organisation and will consistently provide and support opportunities for staff to exceed theirs and our expectations. In common with all staff, you have a responsibility for drawing attention to your own training needs as well as those of colleagues that you work with that LGBT Foundation will then aim to support you with.
- Any other duties in line with your skills and abilities, as directed by your line manager.
- All staff are expected to maintain a flexible approach to their roles and respond to the LGBT Foundation's changing needs. The responsibilities of this post may be changed subject to review, over a period of time. This will be done in consultation with the post holder.

Person Specification

We realise that we could miss out on incredible talent joining LGBT Foundation because someone might not see themselves in every single one of these criteria below. For example, research shows that women of colour are less likely to apply to a role if they don't meet all criteria.

Please don't be put off if you feel you don't tick all the boxes below. If you think you could be great for this job, but aren't entirely sure, please apply anyway.

Skills & Abilities

- Able to deal calmly and confidently with emotional and difficult situations.
- Ability to work both as part of a team and independently; prioritising own workload and using initiative.
- Ability to keep accurate notes in a timely manner.

- Communications skills including ability to change communication in line with service user needs.

Experience

- Experience of working in a Domestic Abuse/Sexual Violence service or similar role.
- Working in partnership with a range of service providers.
- Experience of delivering group work.
- Experience of assessing need and risk.
- Experience of working with those in crisis.

Knowledge & Understanding

- To have completed an IDVA training qualification.
- An understanding of Domestic Abuse and Sexual Violence.
- Knowledge of housing options available to victims/survivors of domestic abuse, including refuge spaces and dispersed housing.
- An understanding of key legislation aimed at protecting those affected by domestic abuse.
- An understanding of safeguarding procedures and structures such as MARAC and MAPPA.
- An understanding of LGBTQ+ communities and their needs.

This role, in common with all staff at LGBT Foundation, will be expected to display a range of competencies specific to their grade and area of work. These will be measured during annual performance appraisals, and there will be an expectation that staff will be able to evidence the ways in which they have met these competencies over the course of the year.

Terms and Conditions

- (i) **Hours** – 37 hours per week per week– with an expectation of evening and weekend work.
- (ii) **Annual Leave** – 26 Days per year – rising to 31 days after 5 years' service (*pro rata where appropriate*) – plus bank holidays.
- (iii) **Probation Period** – Post subject to successfully completing a 6-month probationary period.
- (iv) **Hybrid Working** – As an organisation we follow a hybrid method of working. As a result, colleagues work from home and our centre in Manchester. A commute would need to be self-funded so please bear this in mind if you don't live locally. If you have any queries, please contact Sophie Lambe by emailing Sophie.Lambe@lgbt.foundation.

We understand that working for an LGBT organisation could impact on your identity, community, and/or culture. If you would like to discuss this or any aspect of the role further, please contact Sophie Lambe on 0345 3 30 30 30.