



**The Dash Charity
Refuge IDVA
Job Description**

Reports to: **Refuge Services Manager**

Objectives:

Under the general direction of The Dash Charity Board of Trustees, Chief Executive and Refuge Services Manager to undertake the duties of the post as specified below on behalf of The Dash Charity. To be responsible for providing the overall management and co-ordination of the aims, policies, guidelines, and practices of The Dash Charity, paying particular attention to key areas of Refuge evaluation and monitoring, Adult Safeguarding, SAFELIVES standards, Women's Aids standards, Health & Safety policies, team development, privacy and confidentiality procedures and equal opportunities.

Job Description:

IDVA role

- To contribute to the achievements of standards of excellence in practice and in particular Supporting People requirements:
 1. Assessment and Support Planning - All clients receive an assessment of their support needs and any associated risks. All clients have an up-to-date support and risk management plan. Assessment and support planning procedures place clients' views at the centre, are managed by skilled staff and involve other professional and/or carers as appropriate.
 2. Security, Health & Safety - The security, health and safety of all individual clients, staff and the wider community are protected.
 3. Safeguarding and Protection from Abuse - There is a commitment to safeguarding the welfare of adults and children using or visiting the service and to working in partnership to protect vulnerable groups from abuse.
 4. Fair Access, Diversity and Inclusion - There is a demonstrable commitment to fair access, fair exit, diversity and inclusion. The service acts within the law and ensures clients are well-informed about their rights and responsibilities.
 5. Client Involvement and Empowerment - There is a commitment to empowering clients and supporting their independence. Clients are well

informed so that they can communicate their needs and views and make informed choices. Clients are consulted about the services provided and are offered opportunities to be involved in their running. Clients are empowered in their engagement in the wider community and the development of social networks.

- To be the nominated case worker for clients residing between the Dash Charity refuges.
- Keep accurate, up to date paperwork for each of the clients.
- Ensure intake paperwork is completed and an individual support plan is in place, advise client on the terms and conditions of the Licence Agreement and House Rules.
- Make referrals and provide updates to the Multi-Agency Risk Assessment Conference (MARAC) for high-risk clients under SAFELIVES standards.
- Ensure SAFELIVES DASH RIC is reviewed after 6 weeks and immediately if any incident occurs.
- Work with a strong multi agency focus liaising with other agencies and professionals both internally and externally to ensure client's needs are met.
- Advise on local area, schools, doctors, dentists, DSS benefits, Job Centre as appropriate and any legal matters.
- Inform client on The Dash Charity activities and encourage participation.
- Inform client on support available for children residing in refuge accommodation.
- Assess medical condition upon arrival and where necessary assist in taking to doctor, hospital. Attend appointments with solicitors, housing, DSS, court hearings and other relevant agencies as required.
- Responsible for updating client OASIS case notes daily and use of the case management system.
- Responsible for recording accurate up to date records of client information for statistical analysis.
- Perform one to one Keyworking sessions with clients on a 2 weekly basis and update Individual Support Plan with actions/outcomes.
- Implement group work sessions to oversee areas of intervention e.g. legal drop ins, housing sessions, awareness workshops.
- Role model and support students and volunteers assisting with intervention of clients to support the Refuge IDVA role.
- Ensure that meaningful involvement of clients is central to all activities, applying equal opportunities and anti-discriminatory policies and ensuring rights to privacy and confidentiality.
- To operate within clear professional and confidentiality boundaries and to work within The Dash Charity code of conduct.
- Ensure clients are clear about their rights and obligations whilst receiving a service.
- When arriving & leaving Refuge ensure safety of clients by checking signing in and out records and when necessary entering rooms if signing policy has not been adhered to.
- To complete and record weekly H&S checks at the safe house and to feed back any issues to the Refuge Services Manager.

Housing

- To complete Housing Benefit forms for all new clients and ensure they are submitted to the Local Authority within 48 hours of arrival to refuge.
- Issuing rent cards and collecting rents weekly.
- Advise and support clients with their housing options, working closely with the Local Authorities, Housing Associations or relevant Landlords to ensure good Housing outcomes are achieved.
- Assist clients with completing application forms and attending Housing/Benefits appointment with them.
- Completing intake forms and advising on House Rules etc. and carefully explaining Licence agreement.
- Hosting monthly residents' meetings, taking minutes and dealing with any issues which may arise from the monthly meeting.

To deliver high quality support services.

- To be a good team player and work constructively with colleagues and managers in all aspects of the post holder's work. Contribute positively to meetings such as supervision, appraisal, team meetings and training events.
- Ensuring that staff and visitors' signing in and out books are kept up to date.
- To work on own initiative
- Daily check e mail and answer urgent requests.
- Review workload daily and prioritise.
- Contribute to the development and review of The Dash Charity policies and procedures.
- To attend fundraising meetings/events as required usually twice per year.
- To attend training courses required as part of job role.
- To advise the Refuge Manager of any financial issues within the refuge.

OTHER

- Satisfactory enhanced DBS check
- Full clean driving licence
- To have private vehicle insured for occasional business use