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**Job description**

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| **Job title:** | **Community Response Officer (IDVA)** |
| **Location:** | Home-based with the potential of moving to an office based location. The roles covers the following areas, and you will therefore be expected to be within travelling distance to one of these areas: Thames Valley, Kent, and South East London |
| **Duration:** | Until March 2025 – subject to funding |
| **Salary:** | £22,500 p.a. |
| **Hours of work:** | 35 hours per week to be undertaken between Monday and Friday 9am to 5pm (with some occasional out-of-hours duties). |
| **Reports to:** | Head of Community Services |
| **Responsible for:** | Local volunteers |
| **Job Description last reviewed:** | July 2022 |

**1. CONTEXT AND PURPOSE OF ROLE:**

* 1. Hourglass is dedicated to calling time on the harm, abuse, and exploitation of older people. We support older people experiencing (or at risk of) harm, abuse or exploitation, and work towards safer ageing and a fairer society for all older people.
  2. As Hourglass works towards a modern new vision based on community-led support, these exciting new roles present a unique opportunity to help us deliver a person-centred approach to tackling and preventing the abuse of older people across the outlined areas.
  3. The model will provide specialist domestic abuse support for older victims.

1. **ROLE PROFILE**
   1. The Community Response Officer (IDVA) will play a key role in shaping Hourglass’ response to meeting the needs of the vulnerable older population and their communities across the areas outlined. Working within our new Community Hub structure (operating remotely initially, with the intention of establishing a physical base in the longer term), the postholder will be pivotal in helping us establish a one-stop-shop of information, advice, and support services around the abuse of older people and safer ageing.
   2. The Community Response Officer (IDVA)(s), supported by our Head of Community Services, will provide tailored and specialist support to older victims of domestic abuse, including specialist self and group advocacy, taking account of the unique nature and dynamics of domestic abuse in older age.

* Case work support for older people, or those supporting an older person, utilising our specialist expertise in support older victims of abuse
* One-to-one and group-based peer support (utilising trained local volunteers) to support victims of domestic/sexual abuse to recover from their experience, regain independence and build resilience.
* Community-based support, including pop-up advice and support clinics, seminars and events, and support groups.

1. **MAJOR DUTIES AND RESPONSIBLITIES** 
   1. **Domestic Violence Response**
      1. Identifying and assessing the risks and needs of older domestic abuse victim survivors using the DASH risk checklist.
      2. Prioritising high-risk cases and providing a pro-active, short to medium term crisis intervention service through individual safety planning and personal support.
      3. Supporting the empowerment of the client and assist them in recognising the dynamics and features of domestic abuse.
      4. Managing a case load, ensuring each client receives the appropriate service individual to their needs: providing short to medium term support, focusing on safety planning, practical safety measures and the use of civil and criminal justice systems in order to increase protection and support the transition of older women/men from the violent situation into safe and independent living.
      5. Supporting clients from the point of crisis to assess the level of risk, discussing the range of suitable options and developing safety plans: explaining adult safeguarding and criminal justice procedures and their role and rights; explaining housing, civil and criminal legal options to clients, and support/ empower them through the process.
      6. Advocating for high risk older domestic abuse victim-survivors with agencies who can help to address the domestic abuse by:

* understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
* providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health, and finance.
* working directly with all key agency partners to address the safety of high-risk victims and ensuring that their safety plans are coordinated particularly through attendance of and participation in the relevant Adult Safeguarding Hub, particularly MARAC (Multi Agency Risk Assessment Conferences).
  1. **Casework and Safeguarding**
     1. Managing a caseload:
        + responding to new referrals within 24 hours with a focus on providing a proactive, short to medium term service based on the Safe Lives care pathway to high and extreme risk victims.
        + developing an individual care plan to meet individual risk and needs identified for each client.
        + maintaining an up to date record of all cases on an electronic case management system.
        + ensuring that the longer term or additional needs of the client are addressed via referral to or joint working arrangements with services internal/external to the organisation.
        + coordinating cover for the areas to ensure volunteers are able to support with casework during opening hours.
     2. Developing and utilising Hourglass’ local expertise:
        + developing comprehensive knowledge and understanding of the routes and support options open to those requiring casework support to provide a tailored and wide-ranging service, relevant to the unique circumstances of the areas.
        + utilising the local database of signposting agencies to ensure Hourglass can refer callers to other sources of support where we do not have the immediate expertise inhouse.
        + contributing to a directory of local support agencies across the areas, ensuring these are available on our website, our online Knowledge Bank, information booklets and other materials.
     3. Ensuring that client welfare is safeguarded in accordance with Hourglass’s safeguarding policies and the Local Safeguarding Adults Board policies and procedures.
        + remaining up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
        + escalating to management any cases where there are ongoing safeguarding or risk management concerns.
     4. Remaining up to date on all legal and practice issues relating to the role. To keep abreast of developments in law, policy, and Government initiatives in addressing domestic abuse
     5. Working within a strict framework of confidentiality and safeguarding. Ensure that all records are kept securely and in line with GDPR and the Data Protection Act 2018.
     6. Working towards the safety/needs of diverse cultural and ethnic groups, also health, mobility, sexuality etc. Forming links with relevant agencies to do this.
  2. **Hourglass Helpline**
     1. Periodically supporting the UK-wide Helpline to provide support to callers across the UK. This will involve taking calls, as well as coordinating local volunteer availability.
  3. **Other Community Response services**
     1. Supporting the Head of Community Services with the development and operation of a new Community Hub in the outlined areas. The Hub will act as a one-stop-shop of information, advice, and support services around the abuse of older people and safer ageing in the region.
     2. Developing a network of Pop-up Advice and Support clinics to ensure safer ageing is highlighted across the areas, and that Hourglass can bring its expertise to hard to reach areas and communities.
     3. Working with the Head of Community Services to recruit volunteers for a range of Community Response and Helpline roles, with a particular focus on hard to reach and under-represented communities. This will include:
* recruiting, inducting, and training new volunteers
* supporting with Disclosure and Barring Service (DBS) and reference checks for all volunteers
* coordinating tasks and supporting and supervising volunteers on a day-to-day basis.
  + 1. Supporting the development of Hourglass’ new online Knowledge Bank to act as a repository of information and resources relating to the abuse of older people and safer ageing. This will include an instant messenger service and chatbot function to provide instant facts/resources.
    2. Supporting the Head of Community Services with the development and operation of new Community Hub services as they develop, including one-to-one and group-based support for older people, and other new services as they develop.
    3. Ensuring Hourglass has a range of appropriate information materials relevant to the areas to meet the needs of various audiences and stakeholders, including online content, information booklets and other formats.
    4. Actively and regularly promoting the charity and our services across the areas via various outlets, including information leaflets and posters, social media, websites, and delivering presentations.
    5. Identifying and providing information, reports, case studies and ‘good news’ stories for newsletters, our website and media etc. Working in collaboration with Hourglass communications staff and the Development Manager to identify older people who may be willing to speak to the media.
  1. **Other**
     1. Actively and regularly promoting the services of the Community Hub across the outlined areas via various outlets, including information leaflets and posters, social media, websites, and delivering presentations.
     2. Reguarly and proactively raising awareness of the abuse of older people, safer ageing and the work of Hourglass across the outlined areas, including:
  + developing and maintaining relationships with a range of stakeholder groups and agencies.
  + proactively seeking opportunities for new areas and sectors in which to raise awareness of the abuse of older people and the work of the charity.
  + delivering presentations and hosting information stalls to a range of audiences across the outlined areas.
  + attending meetings with various local and national groups and stakeholders across the outlined areas.
  + composing regular, relevant blogs and articles
    1. Supporting the planning and delivery of conferences, seminars and other ad hoc events when required.

**4. GENERAL:**

4.1 The Community Response Officer (IDVA) will also be expected to:

* Travel throughout the outlined areas (and occasionally across the country) as required.
* Work unsocial hours on occasions and be flexible with working pattern as and when required.
* Regularly liaise with other Hourglass staff and volunteers throughout the UK.
* Complete any other duties which may be required, commensurate with the level of this post.

**PERSON SPECIFICATION:**

**ESSENTIAL CRITERIA:**

1. The ability to build rapport quickly with older women and men participating in the service.
2. An understanding of, and an empathy with the needs and experiences of older women and men who have experienced domestic abuse.
3. A commitment to the empowerment of all victims and survivors of domestic abuse.
4. Experience of working in a demanding, busy, customer focused environment.
5. An ability to listen constructively, analyse objectively, and provide advice and guidance in a person-centred way.
6. An understanding of and ability to practice confidentiality.
7. Strong organisational skills, ability to work under pressure and an ability to manage own caseload or workload, prioritise tasks, meet deadlines, and respond to emerging issues.
8. Excellent interpersonal skills and an ability to liaise and communicate effectively (both orally and in writing) and work collaboratively with colleagues and partner agencies.
9. Knowledge and understanding of MS Office Applications and confidence with IT and mobile communications.
10. Self-motivated, confident, and flexible, requiring minimal supervision.
11. Project and/or event management skills.
12. Able to cope with challenging or emotional cases/situations; and ability to deal appropriately with sensitive issues.
13. Have strong crisis management skills and the ability to deal with stressful and difficult situations.
14. Be willing to undertake relevant study/gain relevant qualifications if needed.

**DESIRABLE CRITERIA:**

1. Experience in social care, domestic abuse and/or adult safeguarding, or community work.
2. Experience in casework.
3. Understanding of issues affecting older people.
4. Awareness of the legal and housing issues affecting families escaping domestic violence.
5. Have theoretical, practical, and procedural knowledge of civil and criminal justice remedies for victim-survivors of domestic abuse.
6. Certified IDVA qualification.
7. Experience of delivering presentations and/or training.
8. Access to own vehicle.