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**Job Description**

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| **Job title:** | **Frontline Services Officer (IDVA)** |
| **Location:** | Home-based – Manchester area - you will be expected to be able to travel across the UK on occasion |
| **Duration:** | 1 year initially – subject to funding |
| **Salary:** | £29,368.00 (for a qualified IDVA) |
| **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:** | Frontline Services Lead England/Wales |
| **Responsible for:** | Local volunteers |
| **Job Description last reviewed:** | Feb 2025 |

**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. Hourglass’s integrated frontline service offers a unique and innovative solution to combat and prevent the abuse of older people. This service provides immediate assistance in times of crisis while also offering long-term, person-centred care that empowers older adults and ensures they are protected, valued, and connected to their communities.
  3. The model will provide specialist domestic abuse support for older victims, families and professionals across the UK, working towards a safer ageing society for all.

1. **ROLE PROFILE**
   1. The Frontline Services 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 UK. 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 Frontline Services Officer (IDVA), supported by our Frontline Services Lead, and 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.

* Provision of one-to-one casework for older individuals or those supporting them, drawing on our specialist expertise in assisting older victims of abuse.
* Establishing group-based peer support, 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. 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 Director of Frontline Services with the development and operation of Hub’s across the UK. The Hubs 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 Volunteer Co-Ordinator to support with the recruitment of volunteers for a range of Frontline roles, with a particular focus on hard to reach and under-represented communities.
     4. 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.
     5. 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.
     6. Identifying and providing information, reports, case studies and ‘good news’ stories for newsletters, our website and media etc. Working in collaboration with Hourglass External Affairs staff to identify older people who may be willing to speak to the media.
  4. **Other**
     1. Actively and regularly promoting our Frontline Servcies across the UK, 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 Frontline Services Officer (IDVA) will also be expected to:

* Complete training courses, committing to achieve the required standard.
* Travel throughout the UK, 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.
* The postholder must maintain confidentiality and observe requirements of the Data Protection Act.
* The post holder must at all times carry out their responsibilities with due regard to Equality legislation and the charity’s Equality, Diversity and Inclusion Policy
* The post holder is required to be familiar with Health and Safety legislation and the Hourglass Health and Safety Policy and be aware of and observe any part of the policy related specifically to the duties and responsibilities of the post.
* The duties and responsibilities highlighted in this job description may vary over time.
* Postholders are expected to undertake other duties and responsibilities relevant to the nature, scope and grading of the 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. Certified IDVA qualification.
5. Experience of working in a demanding, busy, customer focused environment.
6. An ability to listen constructively, analyse objectively, and provide advice and guidance in a person-centred way.
7. An understanding of and ability to practice confidentiality.
8. 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.
9. Excellent interpersonal skills and an ability to liaise and communicate effectively (both orally and in writing) and work collaboratively with colleagues and partner agencies.
10. Knowledge and understanding of MS Office Applications and confidence with IT and mobile communications.
11. Self-motivated, confident, and flexible, requiring minimal supervision.
12. Project and/or event management skills.
13. Able to cope with challenging or emotional cases/situations; and ability to deal appropriately with sensitive issues.
14. Have strong crisis management skills and the ability to deal with stressful and difficult situations.
15. Be willing to undertake relevant study/gain relevant qualifications if needed.

**DESIRABLE CRITERIA:**

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