



Independent Victims Advocate (IVA)

Hours:	17.5 Hours
Salary:	£31,770 (FTE)
Contract Term:	Fixed until 30th September, 2024
Managed by:	Independent Victims' Advocate Team Manager
Employed by:	Stay Safe East
Based at:	90 Crownfield Road, London E15 2BG (Hybrid working)

JOB DESCRIPTION

Aims

- To provide advocacy and support to Deaf and disabled victims/survivors of crime living in London as part of the London Victims and Witness Service

Ethos

- To prioritise the safety and well-being of Stay Safe East clients, their children and dependants
- To work at all times within the social model of disability and use non-discriminatory practice
- To work holistically; in a client-led way
- To work at all times in a way that is sensitive, respectful and accessible to clients and colleagues

Core Tasks

- To take self-referrals from victims of crime, or third party referrals from interested agencies such as the police, Adult social care, children's services, etc)
- To provide one-to-one advocacy support to victims and survivors by:
 - Listening to the person's experiences and offering access to emotional support
 - Informing the client about their rights
 - Advocating on behalf of each client or supporting them to advocate for themselves with statutory and voluntary agencies
 - Carrying out risk assessments and drawing up support plan with the client; where needed
 - Ensuring clients access and communication needs are met
 - Making home visits where safe, or meeting with the client face-to-face in a safe location
 - Keeping in regular contact with each client to provide reassurance and updates on progress
 - Negotiating with statutory and voluntary agencies to ensure our client's access, communication, support and cultural needs are met in line with the Victim's Code and Equalities law and that other professionals understand their needs e.g. around Deaf, Blind culture or communication with people with learning difficulties
 - Referring the client for support relating to benefits/entitlements
 - Supporting client to access social care or mental health support, equipment and other support
 - Supporting the client to make or attend appointments with solicitors, health, housing, adult social care etc.
 - Supporting clients in police interviews and in Court
 - Where needed, work in conjunction with your colleagues in the VAWG team to support clients whose children are under Child in Need, Child Protection or Care Proceedings and working with them so their parenting meets expected standards, and ensuring that the client understands child protection processes

- Liaising with statutory agencies to ensure that action is taken to benefit the client
- Any other reasonable tasks as required
- To work in partnership with other agencies and where appropriate refer disabled people to other voluntary agencies, disability and other specialist support services
- To attend professionals' meetings on behalf of clients
- To support clients to speak out for themselves at meetings
- To make client referrals to and present cases at adult or children's safeguarding, or other statutory meetings

Casework procedures

- To implement Stay Safe East casework procedures and ensure casework meets required Quality Standards; to keep clear, accurate and up-to-date case notes and enter data and supporting documents into our database; to file back-up documents in paper files according to casework procedures
- To respond appropriately and in a timely fashion to file reviews and quality checks by the line manager
- To share relevant information with colleagues relating to client safety and support needs
- To attend team casework review meetings, participate in quarterly casework reviews and full annual reviews
- To produce quarterly and annual monitoring records in a timely manner for funding reports, funding bids etc. and meet with monitoring officers as required
- To report to the line manager issues and trends raised by casework

Other

- To ensure confidentiality and sensitivity in line with GDPR, Community Legal Service and other guidelines
- To answer phone and e-mails enquiries
- To work as a team member

- To attend occasional evening or weekend meetings and make visits to clients
- To attend training as appropriate

PERSON SPECIFICATION

Knowledge and experience	Essential or Desirable
1. At least one year's experience of working in an advocacy role – ideally with disabled people	E
2. Knowledge and understanding of disabled people's experiences of crime	E
3. Understanding of the social model of disability, intersectionality and of the needs of diverse communities, and ability to apply this knowledge to advocacy work	E
4. Experience of liaising with statutory and voluntary agencies	E
5. Strong and demonstrable commitment to diversity and inclusion including a willingness to learn and develop	E
6. Experience of advocacy, casework or advice work, and of liaising with statutory services	E
7. Knowledge of safeguarding issues and procedures	E
8. Personal experience of disability	D
Skills and abilities	

1. Proven ability to manage own casework, and to set up and keep clear casework files	E
2. Ability to write clear factual evidence reports about clients	E
3. Ability to work flexibly, sensitively and in partnership with Deaf and disabled people from all backgrounds experiencing difficult situations	E
4. Assertiveness, a problem-solving and partnership approach when dealing with other professionals to address barriers faced by our clients	E
5. Ability to offer considered advice sensitively to other agencies	E
6. Ability to show empathy but maintain objectivity when faced with people in distress	E
7. Ability to maintain confidentiality	E
8. Fluency in Urdu, Punjabi, Hindi, Bengali, British Sign Language or another spoken community language other than English	D
Other	
1. Ability to work collaboratively as a part of a team	E
2. Ability to manage own workload and use Windows software (reasonable adjustments can be provided)	E
3. Willingness to attend some evening or weekend meetings, and make home visits (subject to risk assessment and access issues)	E