**Job Description**

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| Title: | **Specialist LGBTQ Independent Domestic Violence Advisor (IDVA)** |
| Reports to: | Domestic Abuse Service Manager |
| Remuneration: | £26,500 - £29,500 (FTE) depending on qualifications and experience |
| Hours: | 37.5 hours – 5 days per week. Flexibility considered for the right candidate |
| Based | At our Brighton offices with some travel to East and West Sussex and some hybrid working in line with current policies |
| Terms: | Temporary or one year fixed-term contract.  Annual leave entitlement is based at 25 days for a full-time equivalent leave entitlement, plus paid bank holidays Christmas and bonus leave days. Additional benefits include 3% pension contribution, professional supervision, paid eye tests and more |

**Role Purpose**

Switchboard’s domestic abuse service aims to provide a high level of support to LGBTQ victims and survivors of domestic abuse across Sussex. This role comes with the opportunity to help shape a holistic, affirmative and inclusive service for our diverse LGBTQ communities.

The Independent Domestic Violence Advocate will work closely with victims of domestic abuse from the point of crisis, to provide high-quality independent advocacy and support. The job involves working within a multi-agency framework consisting of the MARAC and local partnership protocols and procedures that prioritise the safety of survivors. The post holder will empower survivors by providing them with emotional, practical and personal welfare support. The role involves ensuring survivors are provided with a safe, supportive and welcoming environment and enabling them to access their rights, make decisions and increase their life options. The job involves informing survivors of the full range of civil, criminal and practical options that might increase their safety.

The project will involve engaging with LGBTQ groups and individuals, listening carefully the voices of victims and survivors and adapting your approach, building trust and supporting people to access Switchboard as well as other services they may need.

**How to apply**

Please read the job description and person specification. If you are interested in the role of LGBTQ IDVA, please submit a CV and cover letter of no more than one page to: [sam.price@switchboard.org.uk](mailto:sam.price@switchboard.org.uk)

We actively encourage applications from all sections of our community. We particularly welcome applicants from groups currently under-represented among sector volunteers and leaders; these would include individuals who identify as disabled, trans or from the global majority. If you have a disability and would prefer to apply in a different format or would like us to make reasonable adjustments to enable you to apply or attend any interview, please let us know.

This service is run by LGBTQ people for LGBTQ people and is therefore restricted to LGBTQ applicants under the Equality Act 2010, Schedule 9, and Part 1.

Appointment to this role will be subject to a satisfactory Disclosure and Barring Service Check, references and possession of a valid Right to Work document. They will also be required to complete a probationary period.

**For more information or an informal conversation about the role or application process, contact Luke Martin at** [**luke.martin@switchboard.org.uk**](mailto:luke.martin@switchboard.org.uk)

**Who We Are**

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information.  We connect people and support them directly through specially developed Switchboard services or link them other specialist organisations. Find us at Switchboard.org.uk

Set up in 1975 Switchboard has been listening to and informing lesbian, gay, bisexual, transgender and queer people in Brighton & Hove and beyond.  Originally a helpline, we have developed additional services and now offer much more.

**Our Vision** is an inclusive and diverse society in which all LGBTQ people can realise their own unique potential.

**Our Mission** as a charity run by and for LGBTQ people to work to understand and respond to the needs of all LGBTQ communities. We do this by: Listening; informing; developing

**Our Values**

* **Supportive –**we are supportive of one another, of all our LGBTQ communities and of all those using our services
* **Inclusive**– we are inclusive and we promote and celebrate the diversity of all people and aim to be intersectional in our approach
* **Passionate**– we are passionate about making a difference to the lives of all LGBTQ individuals and communities
* **Friendly** – we are friendly with everyone that we work with
* **Professional** – we are professional in our approach to providing services, undertaking research and working with others

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| **Main Duties** |
| Managing a caseload of clients across Sussex to ensure their needs are met. |
| To establish the risks to and the needs of survivors of domestic abuse and to advocate to ensure their needs are met. |
| To develop and deliver individual support and risk management plans to address the risk of harm to survivors of domestic abuse. |
| To support the empowerment of survivors, assisting them to recognise the dynamics of domestic abuse present in their own situation and help them manage this appropriately. |
| To ensure that the views and experiences of service users and agencies are sought actively, recorded carefully, and inform the development of service. |
| To find create ways to promote and raise awareness of the service within local LGBTQ communities. |
| To work with other organisations to ensure that the needs of LGBTQ individuals experiencing domestic abuse are understood and that best practice is shared with those wanting to ensure fully inclusive services. |
| Advocating for high, medium, and standard risk victims with other agencies and organisations. |
| Working in a joined up way, both internally and externally, to share information on a need-to-know basis, build referral pathways, create a structured offer of support, and manage risk effectively. |
| To provide referral pathways to relevant local and specialist agencies and advocate on behalf of clients to access these services where appropriate (such as refuges and housing advocacy). |
| Supporting with police reporting where possible and building an evidence base around LGBTQ experiences of Domestic Abuse in Sussex. |
| Working within multi-agency partnership structures and settings, including participation at MARAC’s |
| Working with the Switchboard team to carry out periodic case reviews based on a review of risk and abuse |
| Managing a caseload of clients across Sussex to ensure their needs are met. |

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| **General Duties** |
| To gather, manage and evaluate data, reporting on project activities. |
| Remain up to date with DVA and LGBT practice and legislation to ensure an informed and effective service. |
| To attend supervision sessions and contribute to team meetings. |
| To undertake all work in line with relevant legislation and with the organisations policies and procedures. |
| To undertake any other duties that might reasonably be requested. |

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| **Person Specification** | |  | |
| **Experience** | | **ESSENTIAL (E)/ DESIRABLE (D)** | |
| 1 | Experience of providing 1 to 1 support, advice or information to vulnerable people/communities. | | **E** |
| 2 | Lived experience of belonging to the LGBTQ community / identifying as LGBTQ+. | | **E** |
| 3 | Experience of working for a charity/community organisation. | | **D** |
| 4 | Experience of managing a client caseload within a frontline delivery service. | | **D** |
| 5 | Experience of working with individuals affected by domestic abuse or violence, including safety planning and/or working with children at risk. | | **D** |
| 6 | Hold a Safe Lives/CAADA IDVA training certificate, OR a relevant degree or vocational qualification, OR have demonstrable equivalent experience. | | **D** |
| **Knowledge** | | | |
| 7 | Knowledge and understanding of the issues facing survivors who have experienced domestic abuse. | | **E** |
| 8 | Understanding of multi-agency partnership structures, including MARAC, in responding to domestic abuse. | | **D** |
| 9 | Working knowledge of the legal system as it relates to survivors of domestic abuse. | | **D** |
| 10 | Up to date knowledge of legislation relating to domestic abuse. | | **E** |
| 11 | A knowledge and understanding of the additional barriers and complexities that those identifying as LGBTQ might face. | | **E** |
| 12 | Knowledge of the LGBTQ community in Sussex – such as local groups, organisations, or events. | | **D** |
| 13 | A working knowledge of safeguarding best practice. | | **E** |
| 14 | Excellent negotiation and advisory skills and can apply these with a range of individuals and agencies. | | **D** |
| 15 | Evidence of the ability to manage in a crisis and to work under pressure within a stressful working environment. | | **D** |
| **Skills** | | | |
| 16 | Ability to provide professional and friendly support to vulnerable people, dealing calmly and confidently with emotional and difficult situations. | | **E** |
| 17 | Excellent organisational skills and the confidence and ability to lead, prioritise and work on your own initiative | | **E** |
| 18 | A proven commitment to promoting equality, diversity and intersectional inclusion. | | **E** |
| 19 | Excellent communication skills, including presentation skills. | | **D** |
| 20 | Ability to establish and maintain appropriate boundaries when working with people in crisis. | | **E** |
| 21 | Computer literacy skills and ability to work with software like Outlook and a CRM, such as CharityLog | | **E** |