



## JOB PROFILE

<b>POST:</b>	Senior IRIS Advocate Educator
<b>SALARY:</b>	£28 190.00 p.a.
<b>HOURS:</b>	35 per week
<b>LINE MANAGER:</b>	Operations Manager Health
<b>RESPONSIBLE FOR:</b>	Advocate Educator
<b>DURATION:</b>	3 year contract, extension subject to continued funding

### JOB PURPOSE:

The post holder will be responsible for delivering IRIS (Identification and Referral to Improve Safety) domestic violence and abuse (DVA) awareness training to health professionals in General Practice (GP) surgeries to improve their understanding of DVA and to increase the numbers of victims identified and referred for support. The post holder will provide holistic support and advocacy for the individuals referred by the GP Practices. In addition the post holder will have some line management responsibilities for the Advocate Educator and will be required to target hard to reach GP surgeries to encourage uptake of the IRIS offer.

### MAIN DUTIES AND RESPONSIBILITIES:

#### Practice-Based Work

- Deliver effective DVA awareness training to clinical and non-clinical staff members based within participating GP Surgeries.
- Promote an awareness of the experiences and needs of people, predominantly women who are living with, escaping or have a history of DVA particularly in relation to their health.
- Develop strategies and utilise appropriate tools (such as the Medical Power and Control Wheel) to demonstrate how health professionals may inadvertently collude with perpetrators.
- Develop and sustain a good relationship with all the general practice staff and work effectively as part of the practice team. This includes: provision of systematic support and advice to the primary care teams; meeting as required with small groups of clinical and administrative staff; attending practice meetings as required and providing updates on available services.
- Ensure both clinical and non-clinical staff members within participating GP Practices have up to date information and promotional materials regarding the IRIS service.
- Provide timely case updates to the surgeries as appropriate. Safeguarding / MARAC updates.
- Support the implementation and use of the HARKS prompt and template recording system within participating GP surgeries.



- Recruit new GP Practices to the service and help to develop strategies to engage with hard to reach surgeries. The aim is to recruit all North, Central and South CCG Manchester GP Practices to the service.
- To identify low or non-referring practices and work with them to ascertain and bridge issues/barriers to them referring.

### **Advocacy and Support Work**

- Provide effective one to one support, advice, information and advocacy to service users who are experiencing or who have experienced DVA as they are referred from participating GP Practices. Maintain awareness of safeguarding and complete Early Help and/or social services referrals as a matter of urgency.
- Regularly review needs and risk assessments at point of entry into the service and subsequently at appropriate intervals. Refer cases to MARAC where necessary.
- Formulate and review progress, against individual support plans through encouraging service user to set realistic goals whilst supporting them to make and implement informed decisions regarding their future.
- Develop good working relationships with external partners and liaise with appropriate support services to achieve the best outcomes for one to one service users.

### **Supervision**

- To line manage the AE(s) working in the same CCG area.
- To carry out supervision to the AEs in the same CCG area in line with organisational policy.
- To carry out case management of the AEs in line with organisational policy.
- Act as an advisor/first point of contact for queries to the AEs and the GP Practice staff in the area and surrounding as required.

### **Contribution to Project Success**

- Manage workload to ensure compliance with IRIS National and local commissioning reporting requirements. Contribute to the development of the IRIS online case management and reporting tool to ensure this is fit for purpose.
- To deputise for the Health Project Lead at meetings as necessary.
- Keep up to date with new DVA and health research and disseminate updates to clinical and non-clinical staff members. To be adept at responding to challenges as they arise.
- Confidently present and promote IRIS and The Pankhurst Trust (Incorporating Manchester Women's Aid, PTMWA) philosophy at events where asked to do so. Recognise when presentation content and delivery needs to be adjusted to suit different audiences.
- Contribute to service plans and reports and use the data to inform future service delivery.
- Support the organisation to continuously meet its contractual requirements, ensure defined service standards are maintained and compliance with all statutory provision, PTMWA policies and procedures and quality standards.



- Ability to work as a member of the IRIS team to further the development and service provision to all Manchester GP Practices.
- To work with GP Practices across all the 3 Manchester CCGs to ensure effective and safe patient care.

### **General**

- Support the development of effective service user involvement activities in order to ensure the continued development of PTMWA services.
- Maintain a safe living/working environment within all PTMWA premises by undertaking risk assessments and health and safety checks of the office environment and community venues and crisis management.
- Follow strict PTMWA confidentiality procedures for all service users and their families
- Identify own training and development needs and participate in all training courses relevant to PTMWA's commitment to providing high quality services.
- To work at all times with due regard to the policies and procedures of PTMWA, including financial regulations, participating in their development and amendment where required.
- Willingness to work outside normal working hours including evenings and weekends and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.

### **Other:**

- The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
- This post is subject to completion of a six month probationary period.
- Must be mobile to visit sites and work across the whole city as required.
- Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.



<b>PERSON SPECIFICATION</b>		
<b>CRITERIA</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSED</b>
<b>EDUCATION/QUALIFICATION</b>		
Relevant professional qualification for example Health Care Professional (nurse/midwife), Social Work or equivalent experience	E	Application Form
Further qualification in Domestic Violence and Abuse (DVA) such as IDVA or ISVA	D	Application Form
Training qualification such as 'Train the Trainer'	D	Application Form
<b>EXPERIENCE</b>		
Experience of developing and delivering training to professionals	E	Application Form/Interview
Experience of delivering presentations to audiences	D	Application Form/Interview
Experience of working within or in partnership with the NHS or other healthcare providers, particularly Primary Care staff	D	Application Form/Interview
Experience of working with a multi-agency/partnership approach	E	Application Form/Interview
Experienced in identifying barriers to services and working with individuals and organisations in overcoming these	D	Application Form/Interview
Experience of working in a regulated environment and managing risk, assessing needs and support planning	E	Application Form/Interview
Experience of completing CAF, RIC or other comprehensive assessments	D	Application Form/Interview
Recent and significant experience of working with vulnerable people including experience of working with people affected by domestic violence and sexual abuse in a one to one setting	E	Application Form/Interview
Experience of an outcome-led approach to working and providing regular monitoring reports to a range of audiences	D	Application Form/Interview
<b>KNOWLEDGE AND UNDERSTANDING</b>		
Knowledge of effective training strategies and learning methods	E	Application Form/Interview
Knowledge of the current health climate and the role of the General Practitioner in health and community	D	Application Form/Interview
A good understanding of confidentiality and appropriate personal/professional boundaries	E	Application Form/Interview
A working knowledge of child protection and safeguarding children and vulnerable adults	E	Application Form/Interview
An excellent level of understanding of the impact of domestic violence and abuse, poverty and disadvantage on individuals and families, in particular relation to health.	E	Application Form/Interview



Understanding of working with service users with complex needs associated with mental health, drugs and/or alcohol	D	Application Form/Interview
A sound working knowledge and understanding of statutory and legal provision for people experiencing domestic abuse including housing, welfare and policy	E	Application Form/Interview
The ability to work sensitively within BAMER communities	E	Application Form/Interview
<b>SKILLS AND ABILITIES</b>		
The ability to communicate effectively with health professionals both individually and in group training	E	Application Form/Interview
The ability to evaluate research and disseminate to health audiences	D	Application Form/Interview
Ability to effectively communicate with a range of people on a 1:1 and group basis	E	Application Form/Interview
Ability to design, deliver and evaluate creative intervention for adults in a 1:1 session	E	Application Form/Interview
Ability to work in a non-directive and empowering way with service users enabling them to regain independence	E	Application Form/Interview
Ability to work effectively with partner agencies to obtain appropriate outcomes for service users	E	Application Form/Interview
Ability to maintain up to date and accurate case files and individual support plans	E	Application Form/Interview
The ability to effectively line manage staff	D	Application Form/Interview
The ability to supervise staff and carry out effective case reviews	D	Application Form/Interview
Ability to work on own initiative and prioritise work in a busy, and ever changing environment	E	Application Form/Interview
Ability to prepare and present reports and information in an accurate concise and meaningful manner	E	Application Form/Interview
Ability to critically assess own performance and reflect on own practice, making changes where necessary	E	Application Form/Interview
To have excellent report writing and IT skills including PowerPoint, Excel and Word	E	Application Form/Interview
<b>OTHER</b>		
Commitment to equal opportunities and anti-discriminatory practice	E	Application Form/Interview
Willingness to undertake training and a commitment to continuous professional development	E	Application Form/Interview
Willingness to work flexibly and ability to travel to different sites and venues. The successful candidate must be a driver and have access to a vehicle to fulfil the duties of the role	E	Application Form/Interview
<b>POST HOLDER SIGNATURE:</b>		<b>DATE:</b>
<b>LINE MANAGER SIGNATURE:</b>		<b>DATE:</b>



**PANKHURST  
TRUST**

**MANCHESTER  
WOMEN'S  
AID**

**PANKHURST  
CENTRE**