



**My Sisters Place
Recruitment
and Information Pack**

Independent Domestic Violence Advocate (IDVA)



Who are We?

My Sister's Place is an independent specialist domestic abuse service based in Middlesbrough that has been in operation since 2000. We are a feminist organisation with 24 years' experience in the Violence Against Women and Girls (VAWG) sector. We currently hold both Women's Aid and Safe Lives Leading Lights accreditations.

My Sister's Place support survivors of all ages and genders who are currently experiencing, or have previously experienced, domestic abuse. We offer holistic, therapeutic and practical interventions with a needs-led, trauma informed approach. Our vision is to create safer communities where everyone can live free from domestic abuse and sexual violence.

We offer a confidential women-only space in our office on Borough Road.



Our Purpose

- To deliver accessible, responsive, adaptable and effective services that are informed and evaluated by service user's experiences promoting individual freedom and quality of life.
- To explore new and innovative ways to address domestic violence issues with a range of partners and share best practice locally.
- To challenge inequality in access to safety, justice, health and well-being and campaign for change to shape future policy and practice.
- To work with the wider community through education and community involvement to create a cultural shift in a zero tolerance of domestic abuse and better equip families to protect one another.



Employment Opportunity

Independent Domestic Violence Advocate (IDVA)

Hours: FT 37 Hours
Salary: Scale 6 – Starting from £27,344 to £ 29,439 (depending on IDVA qualification)
Contract: 31 March 2026
Location: 123 Borough Road, Middlesbrough, TS1 3AN

Hybrid working opportunities subject to completion of a satisfactory induction period.

My Sister's Place require an Independent Domestic Violence Advocate (IDVA). Based in central Middlesbrough, we provide specialist services to increase the safety of survivors of domestic abuse and their children.

This is a front-line post in a crisis intervention service, and you will need excellent personal communication skills to support people with a wide range of needs who access the service. We need a compassionate, empathic and highly organised person used to dealing with a range of sensitive issues and confidential information whilst working under pressure.

Closing Date for Applications: **17th March 2025 at 5pm**

Interviews dates to be confirmed

As a women only space, this post is only open to female applicants; The Occupational Requirement (Equality Act 2010, Schedule 9, Part 1) applies to this post.

If you would like to know more about our work, see www.mysistersplace.org.uk

Application process: Application form to be sent to recruitment@mysistersplace.co.uk

If have any additional questions about the role and application, please contact IDVA Service Manager Lynsey Gibson: lynsey.gibson@mysistersplace.co.uk

Candidates must be eligible to live and work in the UK.



Job Description

JOB TITLE:	Independent Domestic Violence Advocate (IDVA)
RESPONSIBLE TO:	Team Leader
JOB PURPOSE:	To provide a high quality, pro-active service to victims of domestic abuse within a multi-agency framework addressing risk and meeting identified needs.

Specific Responsibilities

- Ensure effective access for domestic abuse survivors and encourage engagement with the service by assessing and responding to referrals, making contact, and completing a telephone or face-to-face assessment where appropriate.
- To provide advocacy, support, and advice to service users on safety and practical issues which may include but is not exclusive to Housing and Tenancy issues, Debt Management, Welfare Rights, Immigration, Legal Protection and access to Employment and Education.
- Deliver trauma-informed support through robust risk and needs assessment and individual safety and support plans.
- To comprehensively assess the needs and risk for service users experiencing domestic abuse, carry out risk management, safety planning and support; and identify and refer to services appropriate to their needs.
- Provide advice to clients and professionals including responding to repeat referrals where they do not wish to re-engage in services but require brief advice or intervention.
- Advise service users of their rights and options for seeking help and support from other agencies, making referrals, coordinating the provision of multi-agency support where necessary, and pro-actively advocate to ensure barriers to accessing support and protection are minimised.
- Proactively assess the needs and safety of any children that are affected by domestic abuse, ensuring these are addressed directly with the service user and take appropriate action to safeguard them.



Duties

- Initiate, complete and review robust risk/needs assessment and Individual Safety and Support Plans that include delivery of high-quality face to face or telephone crisis intervention, information, advocacy, and support, in respect of criminal and civil remedies, housing, health, welfare rights, children's legislation and other appropriate interventions.
- Manage a caseload ensuring each client receives an appropriate service which is individual to their needs.
- Prioritise high risk cases and provide a proactive crisis intervention service as well as longer-term support through criminal and civil court processes.
- Maintain high quality, accurate and timely case records ensuring confidentiality of all survivors accessing the service in line with My Sister's Place policies and procedures. Keep records across both our internal case management system Oasis, and Middlesbrough Council's Accessing Change Together (ACT) case management system CDP.
- Follow up pending referrals.
- Maintain positive relationships with partner agencies such as MARAC, Social Care, and Housing to provide the best outcomes for survivors accessing the service. Increase knowledge of domestic abuse within the multi-agency through joint working, community engagement, and training.
- Work proactively with multi-agency settings to keep survivor's perspective and safety at the centre of all interventions. Complete relevant reports for multi-agency meetings.
- Attend and participate in multi-agency settings such as MARAC, MATAAC, MAPPA, Child and Adult Safeguarding meetings to support engagement and advocate for clients.
- Safeguard clients and their children by referring to Adults and Children's Social Care and MARAC/MATAAC/MAPPA where appropriate or other multi agency settings safeguarding processes in line with My Sisters Place policies and procedures. Seek appropriate support from managers for safeguarding and quality assurance.
- Support the lead IDVA for MARAC and MATAAC in preparation for meetings and completion of actions where appropriate.
- Attend the Special Domestic Abuse Court as and when required.
- Support service users to secure appropriate protective orders and support with DIY Injunction applications where necessary.



- Support Managers to induct new staff and students, contributing to induction packs and plans. Providing peer mentoring to new staff and students.
- Attend monthly personal supervision and case management supervision.
- Engage in regular clinical supervision and reflective practice.
- Complete training when required in line with company policies.
- Use appropriate institutional advocacy to maximise positive outcomes for survivors, highlighting persistent or recurring issues that arise through the relevant channels.
- Have an awareness of both local and national government legislation and how it impacts on the work of the project and the communities in which the project works.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.



Person Specification: Independent Domestic Violence Advocate

Training & Qualifications		Essential	Desirable
1	Completion of the IDVA training professional qualification, or willingness to do so with support from My Sisters Place.	✓	
2	Completion of training relating to safeguarding adults and children.	✓	
Experience			
3	Experience of direct work with victims affected by domestic abuse.		✓
4	Experience of managing own case load effectively.	✓	
5	Experience in relation to criminal justice or other court proceedings.		✓
6	Experience of working in partnership with a broad range of statutory and voluntary sector practitioners.	✓	
7	Experience of risk and needs assessment, and safety planning.	✓	
Knowledge & Understanding			
8	Knowledge and understanding of the impact of all forms of domestic abuse on victims.	✓	
9	Understanding needs of protected groups such as the ethnic minority and LGBTQ+ communities, and how domestic abuse affects them differently.		✓
10	Broad knowledge of housing options, civil and criminal justice remedies relating to domestic abuse.		✓
11	Understanding of equal opportunities in practice.	✓	
12	Knowledge of the range and role of statutory and voluntary agencies in safeguarding children and vulnerable adults.	✓	
13	Understanding of immigration and the needs of victims affected by this issue.		✓
Skills & Abilities			
14	IT: proficient in use of Microsoft Office applications (Word, Excel, Access, PowerPoint) and Outlook. Experience of using them to record, analyse and report.	✓	
15	Communication – excellent written and verbal communication skills.	✓	
16	Effective negotiation, advocacy, and interpersonal skills at all levels.	✓	



17	Ability to travel locally (including use of own car if able to drive).	✓	
Personal Qualities			
18	Ability to work flexibly and effectively as part of a team and towards individual objectives.	✓	
19	Ability to manage a complex workload and work to deadlines.	✓	
20	Excellent communication and listening skills with clear professional boundaries.	✓	
21	Ability to 'engage' with clients and bring about positive outcomes	✓	
22	A commitment to putting equal opportunities into practice in the workplace including a non-judgmental approach that is supportive of the client's needs.	✓	
23	Ability to recognise personal limits and seek guidance and/or support in a timely manner.	✓	
24	Self-motivated and be able to work both independently and as part of a team.	✓	
25	Willing to work flexibly on occasions in line with service demand.	✓	



My Sister's Place Employment Benefits

Annual Leave

All staff commence their employment with 26 days annual leave plus bank holidays (pro rata for part time employees).

In the leave year following 2 year's service you will receive an extra day's leave each year (up to a maximum of 30 days).

Pension Scheme

All employees are automatically enrolled into the company pension scheme. However, employees are able to 'opt out' of the scheme should they not wish to take part in the scheme.

Sick Pay

We operate a contractual sick pay scheme.

Eye Tests

The organisation will pay for an eye test and partial costs for spectacles for employees where VDU use is an essential part of their work and where vision impairment meets certain criteria.

Birthday Benefit

My Sisters Place operate a Birthday Benefit Policy where you are given a day off work on your Birthday following 12 months service.

Probationary Period

All new staff are subject to a 6-month probationary period.

Hybrid working

Following a satisfactory induction period, hybrid working opportunities may be available.

Internal development and progression

The organisation supports internal staff development and progression, and encourages both internal and external training opportunities.