



<b>Title of post:</b>	<b>Victim Navigator – MARAC/Bradford RESET</b> <i>Recognising, Engaging and Supporting Everyone to Transform</i>
<b>Location:</b>	Salem Street, Bradford. The post holder will be expected to travel anywhere in Bradford MBC in the delivery of direct MARAC navigation support services, <b>therefore a valid driving licence and access to a car are essential requirements for this role.</b>
<b>Responsible to:</b>	Team Leader
<b>Salary Scale:</b>	£29,760 Full time 37.5 hours.
<b>Hours of Work:</b>	Core hours Monday to Friday 9.30-5.30 Note: The post holder is expected to flexibly deliver the service to meet the needs of the client, this may require adjusting hours on the day to ensure support to appointments or other activities/ interventions/ attending meetings that fall outside of these core hours.
<b>Contract:</b>	Permanent
<b>Special Provisions:</b>	The post is subject to enhanced disclosure and barring check, the results of which would not necessarily exclude applicants from consideration.  This post requires full driving licence and use of a vehicle.

### **About the role and service**

Bradford RESET service, which stands for Recognising, Engaging and Supporting Everyone to Transform. This innovative service brings a trauma-informed approach to support individuals who have caused or who are causing harm in their intimate and/ or family relationships and their families and for victims with additional complex needs referred through the Multi-Agency Risk Assessment Conference (MARAC)

Bradford RESET uniquely combines our Navigator existing services focused on domestic abuse, delivered by Bridge, with an extensive **new programme offer** for individuals aged 16 and over who cause harm. This integration creates a vibrant opportunity for Bradford to tackle the underlying causes of domestic abuse by providing effective, therapeutic, and proactive support. We recognise the importance of holistic family wellness and safety, offering therapeutic support for entire families affected by the behaviours of individuals involved in the programme.

This post is for a MARAC Navigator and focusses on a selected group of victim cases that **return** to the MARAC due to repeated high-risk domestic abuse incidents where engagement with either the victim or perpetrator in the co-ordinated action plan has been unsuccessful. The MARAC Navigators will receive all referrals from the MARAC meetings, working with a small caseload of typically 10 cases each. MARAC Navigator will aim to:

- Provide aspirational person-centred support through building a trusting relationship with the victim
- Pathway any cohabitating people who harm to a navigator within the people who harm element of the Bradford RESET service to enable them to address issues that contribute to incidents of abuse
- Proactivity and intensively conduct face to face work with the victim to build all the networks of support that wrap around the individual to facilitate recovery, building and sustaining hope
- Work as part of a wider team to build and evidence what future support should look like.

A Multi-Agency Risk Assessment Conference (MARAC) is a weekly meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sectors. At the heart of a MARAC is the working assumption that no single agency or individual can see the complete picture of the life of a victim or perpetrator and any children, but all may have insights that are crucial to their safety. After sharing all relevant information, they have about a victim, any children and the perpetrator, the representatives discuss options for increasing safety and turn these into a co-ordinated action plan.

### **Main Duties and Responsibilities**

- Assertively make face to face contact and proactively engage with referred individuals through all routes such as, meeting at an individual home, Bridge Project, friends or family members home or any agreed place.
- Provide creative person-centred trauma informed solutions to the unmet needs of individuals who are hard to reach and engage.
- Build a trusted, motivational and highly supportive relationship, individualising support through undertaking a mutually agreed personalised review of their strengths and support needs and levels of wider social and community engagement.
- Mutually identify and work together to overcome barriers and access a wide range of health and wellbeing services, providing appropriate advocacy. Working in a trauma informed way, use high support techniques to affect recognition of DA and individuals to achieve their goals
- Proactively link and practically support individuals into the agreed appropriate agencies, services and community assets relevant to their expressed needs and the level of risk e.g. physical and mental health, sexual health, housing, drug and alcohol services, benefit claims, criminal justice services, employment, training and education programmes and any specialist support services as required etc. this will include transporting people to their appointments.
- Liaise on a regular basis with the Police DA&SV team to discuss and review cases.
- Maintain appropriate case notes and administrative systems linked to the programme, including maintaining programme data performance/ evaluation systems.

- Produce high quality, accurate written reports and letters of support as and when required, this routinely includes reports for multi-agency bodies and letters outlining individual support needs as part of the overall package of care.
- Develop and maintain excellent working relationships with a full range of partner organisations, services and community programmes, colleagues and assets.
- Attend project governance case review meetings, applying risk analysis skills and contributing to the exchange of relevant risk information, problem solve to make positive appropriate case direction decisions.
- Provide a pro-active response to any repeated incidence of domestic abuse working directly within the local multi-agency framework including MARAC and local partnership responses to domestic abuse.
- Apply reflective practice skills to evaluate work carried out.
- Contribute to training needs of other workers in this field.
- Participate in personal and professional development, updating knowledge as appropriate.
- Fully participate in all of Bridge's supervision and support structures.
- To recognise one's own personal and professional limitations and boundaries and discuss these at supervision and related support meetings.
- To undertake any additional duties, as directed by management which are commensurate with this post.

<b>Job title: Person Specification DRAMM Navigator</b>			
<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>	<b>How Identified</b>
Qualifications	<p>Qualified to Health and Social Care Level 3 or equivalent relevant qualification</p> <p><i>Or</i></p> <p>Qualified through appropriate work and life experience.</p>		Application Form Interview Certificates
Experience	<ul style="list-style-type: none"> <li>Within the last 5 years at least two years' full-time equivalent experience of successfully delivering casework/ support services to people experiencing multiple needs/ multiple disadvantages.</li> <li>Experience of working with and/or managing high-risk cases therapeutically.</li> <li>Experience of conducting person centred and strengths-based assessments of need and creating mutually agreed action plans.</li> <li>Experience of creating mutually agreed risk management plans.</li> <li>Experience of working co-operatively within a partnership working environment/ model.</li> <li>Experience of effectively managing risks associated with personal safety.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with victims or perpetrators of domestic abuse.</li> </ul>	Application Form Interview Certificates
Knowledge and skills	<ul style="list-style-type: none"> <li>Demonstrable skills in effective engagement and maintaining inspiring supportive relationships with individuals with multi-needs who may be resistant to support or have had negative experiences of support in the past.</li> <li>Demonstrates the skills of personal resilience, being tenacious and a strong ability to deal with difficult situations calmly, tactfully, responsibly and safely.</li> <li>Demonstrates an understanding of the needs of chronically excluded and vulnerable people.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate skills in the use of motivational interviewing techniques.</li> <li>Understanding of Trauma Informed Care approaches.</li> </ul>	Application Form Interview

	<ul style="list-style-type: none"> <li>• Applied knowledge of legislation in relation to safeguarding vulnerable groups, including children.</li> <li>• Adaptability in working patterns and style to provide a flexible approach in order to develop and deliver services which are accessible and responsive to the needs of clients.</li> <li>• Skilled cooperative communicator, with evidence of communicating clearly, concisely effectively (both orally and in writing) with individuals, groups, organisations and the public.</li> <li>• Evidence of having worked independently and under pressure, prioritising, planning and managing own workload on a day-to-day basis, using effective time management skills.</li> <li>• Skilled at preparing reports and letters and maintaining a care record to a high professional standard.</li> <li>• Skilled at using IT systems – email, word, and entering accurate data into IT databases/ spreadsheets.</li> <li>• Demonstrate motivation, reliability, commitment to clients, team and interagency working.</li> </ul>		
GENERAL	<ul style="list-style-type: none"> <li>• Willingness to keep abreast of relevant professional developments and to undertake training for the post.</li> <li>• The post-holder must adhere to Bridge Policies/Guidelines in force within the organisation.</li> <li>• A dynamic experienced practitioner.</li> <li>• The post-holder is expected to be flexible with regards to working hours in order to meet the requirements of the post.</li> </ul>		Application Form Interview

	<ul style="list-style-type: none"> <li>• Willingness to work within a performance managed environment and contribute to performance reporting.</li> <li>• Willingness to contribute to the training and development of others, undertake regular supervision and appraisal in line with Bridge policies and actively participate in own professional/personal development and have clear resiliency strategies.</li> <li>• Willing to travel in order to fulfil the requirements of the post.</li> <li>• Conform to standards of dress, which reflects a professional service.</li> <li>• <b>This post requires a full driving license and use of a vehicle</b></li> </ul>		
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<b>Key Behaviours</b>	<b>Works Proactively</b> Demonstrates initiative, thinks ahead, and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	<b>Leads Change &amp; Improves Performance</b> Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes, and constantly developing our people and processes.
	<b>Demonstrates Creativity &amp; Innovation</b> Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	<b>Client &amp; Customer Focused</b> Focuses on and understand the needs of internal and external service users, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For ‘service users’, please also read members, stakeholders, and audiences).

<b>Influences Others &amp; Communicates Effectively</b> Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
<b>Applies &amp; Shares Expert Knowledge</b> Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
<b>Works Collaboratively with Others</b> Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
<b>Values &amp; Respects Others</b> Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.