

**IDVA Service Support Worker**

**Volunteer Role Profile**

Responsible to: IDVA Service Manager, or their nominee

Responsible for: No staff

Objective of the Post: Provide support to IDVA clients

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| Direct Delivery | * Provide befriending support to clients when attending Criminal and Civil court hearings, in particular where there is no one else to attend court with them. * Make ‘keeping in touch’ (KIT) calls to IDVA clients who have not contacted their IDVA for a certain period, or who require information only from the service. This is to ensure that they are reminded that WMWA is here to support them. * Audit client files for inclusion of all relevant details, and update where necessary from referral information. |
| Safeguarding Children and Vulnerable Adults | * Adhere to the requirements for safeguarding children and vulnerable adults, following WMWA policies and procedures |
| Service User Involvement | * Support IDVAs with service user consultations and feedback on the service that they have received |
| General Duties | * Attend supervision sessions and team meetings, as requested * Promote equality of opportunity and anti-discriminatory practice |