



HILLINGDON

LONDON

Job Profile

JOB TITLE: Principal IDVA

GRADE: POB

POST NO: Various

JOB TIER: TBC

DBS CHECK: Enhanced

DIRECTORATE: Community Safety

DEPARTMENT:

REPORTING STRUCTURE

Reports to:

Direct Reports: None

Indirect Reports: None

Job Description

The Principal IDVA will provide operational leadership within domestic abuse services. The postholder is responsible for oversight of high-risk and complex cases, professional leadership of frontline IDVAs, and strengthening multi-agency responses. The role combines operational insight with mentoring, quality assurance, and service improvement, ensuring consistent, high-quality support for victims while establishing a clear career progression pathway for IDVA staff.

The role is a challenging, proactive and rewarding role in which you will work collaboratively with 'floating support' colleagues, the police, social care, housing and other agencies as part of a multi-agency partnership to advocate and support DA victims (irrespective of sex) and their children to address their safety whilst managing and working to reduce risks. You will be working with high risk victims of DA at point of crisis. This will include telephone and face to face risk assessment and safety planning for both the victim and any children within the household.

As well as providing crisis intervention and safety planning, you will also hold a caseload which includes providing ongoing support and advocacy. In addition, you will be responsible for mentoring new IDVAs joining the team including DA Caseworkers working towards their IDVA qualification.

The role requires that professionals involved in the case receive written and verbal reports based on your analysis of risk, the facts of the case and your professional judgement as well as participation in meetings to advocate on the victim's behalf, supporting them at court and signposting them to relevant and appropriate services.

You will also take responsibility for identifying gaps in knowledge and understanding for professionals in partner teams and agencies and in response develop and deliver appropriate training.

Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

People Management

- Mentoring of new IDVAs joining the team including Domestic Abuse Caseworkers looking to develop towards IDVA accreditation
- Provide professional leadership, advice and coordination to internal teams, partner agencies and providers involved in Domestic Abuse related work
- Line manage and support other team members

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- Develop and deliver projects including some multi-agency training and awareness raising amongst key professionals
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Customer Management

- Provide leadership and advocacy for high-risk and complex domestic abuse victims
- Ensure victims receive consistent, trauma-informed, and timely support
- Liaise with victims, families, and carers where appropriate to support safety planning
- Build and maintain trusting relationships with partner agencies (Police, Probation, Housing, Health, safeguarding teams)
- Escalate complex cases appropriately to MARAC, safeguarding boards, or statutory services
- Ensure service responsiveness meets the needs of vulnerable communities

Operational Service Delivery

- The Principal IDVA ensures consistent, high-quality operational management of domestic abuse services, providing oversight, leadership, and professional guidance for both frontline staff and high-risk cases.
- High-Risk Case Management: Lead oversight of complex cases, risk assessment, safety planning, and intervention monitoring; provide guidance for escalation to MARAC, safeguarding boards, or statutory services; maintain a small, targeted caseload
- Frontline Staff Leadership: Supervise, mentor, and support IDVAs and DA Case Workers; promote trauma-informed, victim-centred approaches; ensure adherence to professional standards and statutory guidance
- Multi-Agency Coordination: Act as a liaison for Police, Probation, Housing, Health, and safeguarding teams on complex cases; lead operational case conferences and risk management meetings; ensure timely and effective information sharing
- Operational Policy & Compliance: Ensure all casework meets statutory frameworks, IDVA standards, and safeguarding policies; contribute to operational protocols; identify and manage operational risks
- Monitoring & Reporting: Track operational metrics (case outcomes, risk escalation, MARAC action completion); produce operational reports to inform governance and service planning; identify trends for informed decision-making
- Crisis Response & Out-of-Hours Support: Provide guidance or oversight in urgent situations; ensure continuity during peak demand, crises, or staff absence
- Integration with Wider Services: Work closely with safeguarding, health, and community safety teams to align operational priorities; ensure service delivery is responsive to local trends, community needs, and emerging risks
- Deputising for the HDAAS Team Manager as and when required.
- Develop and deliver training for HDAAS and for partnering teams and agencies.

Expected Outcomes:

- High-risk cases managed safely and effectively
- Frontline IDVAs operate with confidence and guidance
- Operational coordination across agencies is consistent
- Compliance with statutory and professional standards maintained
- Operational risks identified, mitigated, and escalated appropriately

Service Planning & Development

- Contribute to strategic planning and policy development for domestic abuse services
- Identify trends, service gaps, and learning to inform service improvements and commissioning priorities
- Support workforce planning, including recruitment, retention, and career progression of IDVAs
- Develop protocols and guidance to strengthen multi-agency coordination and risk management
- Collaborate with management to ensure resource allocation aligns with operational priorities
- Assist in the development of systems that evaluate, monitor and improve organisational, team and individual service delivery
- Attend and participate in training and conferences relevant to your post and keep yourself up-to-date
- Attend regular supervision meetings with your line manager
- Attend team meetings
- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan
- Take action to contribute to your personal resilience within your role.

Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to team or own way of working

Continuous Improvement

- Monitor and evaluate the quality and consistency of IDVA practice
- Lead audits, serious incident reviews, and case reviews to identify lessons and improvement areas
- Support reflective practice and embed a learning culture within the team
- Drive innovation and best practice in service delivery, embedding trauma-informed and victim-centred approaches
- Ensure performance metrics, KPIs, and governance reporting are accurate, timely, and actionable
- Contribute to the ongoing development of policies, procedures, and frameworks that improve service outcomes

Contacts

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- Primary contact will be with other officers within the Council, and service users/residents and their representative bodies.
- Set up and maintain effective working relationships and consultation arrangements with those organisations with which the Council is likely to work in the process of delivering a response to a major incident and address key strategic issues facing the Council e.g. the emergency services, neighbouring local authorities, voluntary sector organisations.

Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as instructed by management.

KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.
- Reduction in the number of repeat referrals of the same client managed by you to HDAAS
- Clients are safely responded to within 24 hours of all cases referred to you
- Attend at least 4 relevant training sessions or learning events per year
- Delivery of agreed PADA objectives

B. Person Specification

Principal IDVA

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Accredited qualification (Safe Lives or equivalent).		✓
A relevant qualification, for example in law, social work, housing, or other relevant area such as education, health, youth work.		
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
On occasion, be required to work unsocial hours from normal residential address in response to the occurrence of incidents outside normal working hours.	✓	
Based at the Civic Centre but required to attend emergency incidents anywhere in the Borough.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Extensive experience supporting survivors of high-risk domestic abuse.	✓	
Strong working knowledge of Domestic Abuse safeguarding frameworks, and risk management.	✓	
Experience of devising and delivering effective training, ideally concerning emergency management procedures.	✓	
Proven ability to provide leadership, guidance, and professional oversight.	✓	
Experience of developing partnerships and networks internally At all levels and externally with a range of government departments, agencies and other bodies to support service delivery.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Up to date knowledge and understanding Domestic Abuse policies	✓	
Excellent verbal, written and presentational skills with the proven ability to present complex information in a simple manner to a variety of audiences including Principal management, Elected Members, front-line staff and service users, and staff working in schools etc.	✓	
7. Experience of risk and needs assessment, safety and support planning, and crisis planning and successfully managing high numbers of referrals	✓	

.A clear understanding of the coordinated community response to domestic violence and abuse, how it relates to MARAC in particular, and experience of the purpose and workings of MARAC	✓	
Thorough knowledge of safeguarding practice, procedures and legislation	✓	
Excellent problem solving skills, with an ability to analyse information from	✓	
Survivor-centred and trauma-informed		
Proven ability to chair meetings with a variety of stakeholders	✓	
Excellent communication, negotiating and influencing skills along with the ability to network and form effective working relationships	✓	
Proven ability to influence and promote service improvement initiatives to service managers and other stakeholders.	✓	
Excellent IT skills with ability to use databases and related analytical software.	✓	
Knowledge of the key stakeholders within council and externally.	✓	
Ability to represent the Council in a competent and professional manner at all times.	✓	
Ability to create and deliver effective presentations to a diverse range of audiences, for the purposes of communicating the contents of a Council emergency plan.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

