
Overview

This standard is about working with individuals affected by domestic abuse or sexual violence to assist them in recognising the causes of abuse and supporting them in dealing with abuse. It includes your ability to help them to build their confidence, take control of their lives and empower them in living a life without abuse.

Performance criteria

You must be able to:

1. gather and assess available records and information which informs your understanding of individuals' circumstances,
2. work with individuals to explore their circumstances including:
 - 2.1 the nature of the abuse suffered
 - 2.2 the impact of abuse on their safety, health and wellbeing
3. respond to signs of distress in individuals in ways which reduce their stress and meet their needs
4. agree with individuals the needs they wish to address which enhances their safety, health and wellbeing
5. support individuals to recognise the benefits of support they can access in line with multi-agency arrangements
6. explore options with individuals which takes account of the their needs and preferences and that adopts a needs led strength based approach
7. explore with individuals the relevance and feasibility of options which address their needs, including:
 - 7.1 the impact of options on their daily life
 - 7.2 concerns of potential obstacles in progressing options and their impact
8. actions to address concerns and obstacles in progressing options
9. encourage individuals to make informed choices about their preferred options, in line with organisational policies and procedures
10. work with individuals to identify support and actions they can take which address their abuse and associated risks
11. assist individuals to develop coping strategies to help address their emotional needs
12. maintain levels of contact with individuals which offer the amount of support necessary to meet their needs
13. support individuals to reflect on and recognise their progress and achievements towards meeting their needs
14. support individuals to address any unexpected developments they encounter which affect their wellbeing, health and safety
15. communicate with individuals in ways which meets their needs and abilities
16. maintain up to date records in line with your organisational policies and procedures
16. maintain confidentiality in line with legislative and organisational

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policies and procedures

Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
2. the relevant national and local guidelines, policies, and procedures available and how and when they should be accessed
3. range of agencies and services that can provide information and support
4. your organisation's policies and procedures and your responsibilities for case registration and case management
5. the limits of your authority, responsibility and professional competence
6. what constitutes domestic abuse and sexual violence and its prevalence in your local community
7. signs of abuse and methods used by abusers to gain power and control
8. the impact upon all those affected by domestic abuse or sexual violence including individuals and dependents
9. how children and dependents may be used by abusers as part of their abuse
10. the types and sources of information and support sought by those affected by domestic abuse and sexual violence and how to access these
11. how cultural, societal and gender related aspects impact upon domestic abuse and sexual violence
12. how to create an environment that puts individuals at ease
13. how to apply trauma informed practice in your area of practice
14. different trauma responses and their impact
15. how to apply a needs led, strength based approach specific to meet the needs of the individual
16. how intersectionality impacts on how an individual experiences services
17. multi-agency arrangements for providing support and interventions for individuals in your area
18. the role of the principal legal agencies involved in providing protection to individuals of domestic abuse and sexual violence
19. referral routes for different agencies and between different services
20. when and how to challenge and alter referral routes in the interests of individuals
21. assessment methods suitable for assessing individuals' needs

22. how to recognise and respect fears and concerns of individuals
23. methods and techniques for working with individuals,
24. the right of individuals to refuse advice and information
25. factors affecting the vulnerability and risk to individuals of domestic abuse and sexual violence
26. the types, levels and indicators of harm and vulnerability that can be used when assessing risk
27. the importance of ensuring individuals control the progress and content of discussions
28. how to make suggestions and offer advice in ways that is supportive and non-directive
29. the importance of being non-judgmental about the lives and choices of individuals
30. the importance of and methods for building trust and empathy with individuals
31. different styles and forms of communication including how to adapt them to meet the needs of the individual
32. how different cultures use and interpret body language in different ways
33. the importance of non-verbal communication
34. common barriers to communication and ways to overcome them
35. the importance of being aware of your values and beliefs and the impact your values and beliefs may have when working with individuals.
36. how to challenge discriminatory or potentially damaging attitudes and behaviour and the importance of doing so
37. how intersectionality impacts on how an individual experiences services
38. the limits of confidentiality applying to your role
39. circumstances where it is necessary to go against individuals expressed wishes
40. the importance of ensuring that individuals understand why their expressed wishes may not be met.

Glossary

Domestic Abuse

Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass but is not limited to, a combination of psychological, physical, sexual, financial and emotional abuse. This definition also includes so-called 'honour' based violence, female genital mutilation (FGM) and forced marriage. Children also experience domestic abuse when witnessing domestic abuse.

Intersectionality

The interconnected nature of social categorisations such as race, class, and gender, regarded as creating overlapping and interdependent systems of discrimination or disadvantage

Needs led approach

a way of working to ensure that the support offered to someone experiencing domestic abuse is offered based on their needs and that builds on their strengths and resources available to them. It recognises the knowledge they have of the person who is using abuse. With the rights the non-abusive person can build their independence, recover from the trauma they have experienced and gain their life back and source change that lasts

People at risk

An individual who is defined as in need of special care, support, or protection because of age, disability, risk of abuse or neglect

Sexual Abuse

Undesired sexual behaviour by one person to another. This is often carried out by force or by taking advantage of the other person. This term is generally used when the sexual behaviour is regular or over a prolonged period of time.

Sexual Assault

Any unwanted sexual behaviour that a person has not consented to. This can range from rape to voyeurism or exhibitionism, to unwanted touching above or under clothes.

Sexual Violence

Similar in nature to Sexual Abuse, but this term is more often used to describe brief or single incidences, such as if sexually assaulted by a stranger.

Strength based approach

Is an approach to working with individuals that recognises their strength to overcome their experiences

Trauma Informed

an approach to health and care interventions which is grounded in the understanding that trauma exposure can impact on a person. Practitioners in a way so as to not inadvertently retraumatise impacted individuals; and with an emphasis on client safety, choice, collaboration and empowerment.

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