
Overview

This standard is about addressing individuals need for initial support for those impacted by domestic abuse or sexual violence and dealing with it with tact and sensitivity.

It includes your ability to manage interactions, presenting a positive impression of yourself and your organisation, and communicating with individuals including those who might be distressed or anxious.

This standard is for practitioners who support those experiencing domestic abuse or sexual violence.

Performance criteria

You must be able to:

1. open discussions with individuals using accepted terms and phrases and in line with organisational policies and procedures
2. communicate with individuals using appropriate techniques in ways relevant to their needs:
3. explain your organisation's procedures relating to confidentiality to individuals
4. explore with individuals their situation and perception of needs in an appropriate and safe environment for individuals and yourself
5. respond to initial disclosures of abuse in line with organisational policies and procedures
6. confirm you are listening by acknowledging and clarifying the points raised by individuals
7. assess individuals' situations and determine appropriate response in line with organisational policies and procedures
8. identify any potential conflict between individuals' requirements and proposed responses
9. address responses in ways designed to promote an agreed way forward that maintains positive relationships with individuals
10. respond to individuals who are assessed as being at risk of harm in line with organisational policies and procedures
11. balance individual's needs, with your organisations requirements and manage their expectation in line with organisational policies and procedures
12. close discussions with individuals in line with organisational policies and procedures
13. implement actions as necessary to address individuals needs progressing these in line with your organisation's policies and procedures
14. maintain confidentiality in line with legal and organisational requirements
15. maintain records of discussions in line with organisational 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. legal and organisational requirements for reporting information to the police to an actual or alleged offence
4. your organisation's role, remit, objectives, and services for addressing domestic abuse or sexual violence, including the provision of support to individuals.
5. the limits of your authority, responsibility and professional competence
6. the stages of the criminal justice process to allow the individual to make informed choices and manage their expectations
7. your organisation's procedures and the importance of accessing supervision and debrief
8. how to create an environment that puts individuals at ease
9. what constitutes domestic abuse and sexual violence and its prevalence in your local community
10. signs of abuse and the methods used by abusers to gain power and control
11. the impact of abuse upon all those affected, including individuals and dependents
12. how children and dependents may be used by abusers as part of their abuse
13. the types and sources of information and support sought by those affected by domestic abuse or sexual violence
14. the role of external agencies and stakeholders in providing referrals and support to individuals affected by domestic abuse or sexual violence in your area
15. misconceptions and stereotypical viewpoints in the public domain regarding the levels and causes of abuse
16. how to assess individuals' needs and determine the nature and urgency of the response required in line with your organisation's policies and procedures
17. appropriate types of questioning, including open, closed and probing questions
18. the importance of and techniques for effective listening
19. how to maintain the effective participation from individuals during interactions
20. the importance of and methods for determining the requirements and needs of individuals
21. different styles and forms of communication and how to adapt them to meet the

needs of the individual

22. common barriers to communication and ways to overcome them

23. actions available when a disclosure of abuse is identified

24. techniques to keep control of interactions with individuals whilst maintaining positive relationships

25. how to create an environment that puts individuals at ease

26. how to apply trauma informed practice in your area of practice

27. different trauma responses and their impact

28. how to apply a needs led, strength based approach specific to meet the needs of the individual

29. circumstances where it is necessary to go against the individuals expressed wishes

30. the importance of ensuring that individuals understand what is happening and why

31. the importance of being aware of your values and beliefs and the impact they might have

32. how to challenge discriminatory or potentially damaging attitudes and behaviour and the importance of doing so

33. the importance of recording all details and how to do so

Glossary

Domestic Abuse

A 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 form of advocacy that places the survivor at the centre of interventions and support work. This means listening to their story, concerns and struggles and identifying strengths. It results in the collaborative production of support packages that are specific to survivors' individual needs. A needs-led approach is an empowering endeavour that pays attention to survivors' intersectional circumstances, avoiding the traps of institutional bias or ineffective responses

Strength based approach

Recognising that individuals have strengths. These strengths are recognised and built on as part of aiding recovery.

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 Violence (see also definitions below that may be used covering sexual abuse or sexual assault)

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

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.

Trauma Informed Practice

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

SFJGK401

Establish individuals need for initial support regarding disclosure of domestic abuse or sexual violence



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