

---

**Overview**

This standard is about you debriefing and providing emotional support to colleagues involved in addressing domestic and sexual abuse and violence, including those for whom you have no managerial responsibility.

It also covers your ability to motivate others, as well looking out for signs of distress, and providing them with appropriate support.

This standard is for practitioners who support those experiencing domestic abuse, which may include instances of sexual violence and abuse in a domestic violence context.

It is recognised that abuse can occur without physical violence, yet can be equally damaging to those affected. Throughout this standard, where the term 'abuse' is used it is taken to include instances also involving physical violence.

Domestic abuse is frequently perceived as a gendered crime perpetrated by men against women; however this standard is intended for practitioners who support those experiencing domestic violence within any intimate or family relationship, regardless of their social background, age, gender, religion, sexuality or ethnicity.

In some organisations, the terms 'victim' and 'survivor' may be used individually or interchangeably.

## Performance criteria

- You must be able to:
- P1 discuss with others their workload and emotional support needs on a regular basis, including through:
    - P1.1 individual debriefing sessions
    - P1.2 team meetings
  - P2 give others in your area of work support and advice when they need it including:
    - P2.1 when you identify signs of distress
    - P2.2 when their emotions may impact on their ability to engage with others
    - P2.3 about their ability to maintain their emotional control
  - P3 motivate and support others in your area of work to achieve their work and development objectives in line with organisational requirements
  - P4 acknowledge others' achievements towards their work and development objectives in ways which demonstrate recognition and celebrate success
  - P5 allow others in your area of work to develop their own ways of working within agreed boundaries, including taking their own decisions
  - P6 provide support to others to lead in their own areas of expertise in line with your role and responsibilities
  - P7 acknowledge the decisions and expertise of others in ways which demonstrate respect and acceptance, including for those who:
    - P7.1 lead as experts in particular work areas
    - P7.2 use different ways of working
  - P8 make time available for discussions which enable others to share their feelings
  - P9 identify types and sources of support available which can support the needs of yourself and others, and share this with others
  - P10 maintain regular communications with all others working within your area of work, using a range of different communication methods
  - P11 work with others in ways which;
    - P11.1 use active listening techniques
    - P11.2 demonstrate your reliability
    - P11.3 encourage trust
    - P11.4 gain the support of people in your working area

## Knowledge and understanding

### Legislative, regulatory and organisational requirements

#### You need to know and understand:

- K1 legal and organisational requirements relating to addressing domestic abuse and violence, and their impact for your area of operations
- K2 relevant legislation applicable to your area of work
- K3 your organisation's role, objectives, remit and services for addressing domestic violence and abuse, including the provision of support to victims and survivors
- K4 the limits of your authority and responsibility and actions to take if exceeded

### Key, general requirements for addressing domestic violence and abuse

#### You need to know and understand:

- K5 what constitutes domestic violence and abuse, and its prevalence in your local community
- K6 the impact of abuse upon all of those affected by it, including victims, survivors, children and dependants

### Requirements particular to providing support

#### You need to know and understand:

- K7 differences between management and providing support in a non-managerial capacity
- K8 types of support and advice that people working to address domestic and sexual abuse are likely to need
- K9 sources of support available and how to access these including peer networks and clinical supervision
- K10 how to respond to support and advice needs of others including both front-line and support personnel
- K11 difficulties and challenges that may affect those who address domestic violence and abuse and how to mitigate these
- K12 the importance of monitoring colleagues for indicators of stress and distress
- K13 signs and symptoms of stress and distress amongst colleagues
- K14 actions appropriate to supporting colleagues exhibiting stress and distress indicators
- K15 the importance of meeting regularly with colleagues including;

- 
- K15.1 regular debriefing sessions with individuals
  - K15.2 holding regular team meetings
  - K16 how to select and apply different methods for communicating with people
  - K17 the importance of encouraging others to take responsibility how to achieve this
  - K18 how to empower people effectively
  - K19 how to select and use different methods for:
    - K19.1 encouraging and motivating others
    - K19.2 supporting others
    - K19.3 recognising achievement and success
    - K19.4 demonstrating respect and acceptance

<b>Developed by</b>	Skills for Justice
<b>Version number</b>	2
<b>Date approved</b>	December 2013
<b>Indicative review date</b>	December 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Justice
<b>Original URN</b>	SFJ BG401
<b>Relevant occupations</b>	Independent Domestic Violence Advisor (IDVA); Crisis Worker; Refuge Worker
<b>Suite</b>	Preventing and addressing domestic violence and abuse
<b>Key words</b>	sexual; victim; survivor; provision; encourage; discuss; distress; positive; motivate; t