

Overview

This standard is about your ability to establish the needs of callers who are victims and survivors of domestic violence and abuse. It includes you taking action to maintain their safety, health and wellbeing.

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 determine the identity of callers where possible in line with your organisational policies and procedures
 - P2 respect callers' anonymity where required in line with organisational policies and procedures
 - P3 explain your organisation's policy relating to confidentiality to callers
 - P4 determine callers' details, including:
 - P4.1 reasons for the call
 - P4.2 their personal circumstances
 - P4.3 their perception of their needs
 - P5 discuss aspects with which the caller would welcome help in line with your organisation's remit for services
 - P6 gather information from callers using appropriate questioning techniques
 - P7 assess callers' situations in line with organisational practices and available guidance
 - P8 determine responses and required actions which support callers' needs
 - P9 identify any potential conflict between callers requirements and proposed responses
 - P10 address conflict in ways which promote an agreed way forward and maintains positive relationships with callers
 - P11 agree a way forward with callers which meets their needs
 - P12 respond to callers who are assessed as being at particular and immediate risk of harm in line with organisational policies and procedures
 - P13 communicate with callers in a manner and at a pace which meets their needs and:
 - P13.1 encourages questions
 - P13.2 confirms their understanding
 - P13.3 promotes victims and survivors' informed decision making
 - P14 address callers needs in line with your role and responsibilities
 - P15 notify relevant people of actions taken and actions required in line with organisational policies and procedures
 - P16 maintain accurate and up to date records in line with organisational policies

SFJGK402

Establish and address requirements from callers regarding domestic violence and abuse



and procedures

P17 maintain confidentiality in line with legal and organisational requirements

Knowledge and understanding

Legislative, regulatory and organisational requirements

You need to know and understand:

- K1 legal and organisational requirements addressing the needs of callers who are victims and survivors of domestic violence and abuse, and their impact for your area of operations
- K2 relevant legislation applicable to your area of work
- K3 your organisation's role, remit, objectives 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 in 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 signs of abuse and the methods used by abusers to gain power and control
- K7 the impact of abuse upon all those affected, including victims, survivors, children and dependants
- K8 how children and dependants may be used by abusers as part of their abuse
- K9 the types of information and support sought by those affected by domestic and sexual violence and abuse
- K10 sources of information and support available to those affected by domestic and sexual violence and abuse
- K11 the role of external agencies and stakeholders in providing referrals and support to victims and survivors of domestic and sexual violence and abuse in your area
- K12 misconceptions and stereotypical viewpoints apparent in the public domain regarding levels and causes of abuse

Requirements particular to establishing and addressing callers' needs

You need to know and understand:

- K13 your organisation's accepted wording when communicating with callers
- K14 different types of questioning, including open, closed and probing questions

- K15 the importance and techniques of effective listening
- K16 how to maintain the caller's effective participation
- K17 how to assess callers' needs
- K18 how to determine the nature and urgency of the required response
- K19 barriers to communication and disclosure including:
 - K19.1 causes
 - K19.2 feelings and reactions victims may have
 - K19.3 ways to overcome them
- K20 actions available when disclosures of abuse are identified
- K21 the importance of recording all details and how to do so
- K22 your organisation's procedures for dealing with callers who:
 - K22.1 are silent
 - K22.2 are distressed
 - K22.3 are anxious
 - K22.4 are aggressive or abusive
 - K22.5 make repeated, regular calls
 - K22.6 are suicidal
 - K22.7 are likely to commit self-harm
 - K22.8 have particular communications requirements
- K23 your organisation's procedures for informing callers where calls are recorded
- K24 the importance of being aware of your values and beliefs
- K25 the impact your values and beliefs may have
- K26 how to challenge discriminatory or potentially damaging attitudes and behaviour and the importance of doing so

Developed by	Skills for Justice
Version number	2
Date approved	December 2013
Indicative review date	December 2018
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJ GK402
Relevant occupations	Independent Domestic Violence Advisor (IDVA); Crisis Worker; Refuge Worker; Helpline professionals
Suite	Preventing and addressing domestic violence and abuse
Key words	sexual; victim; survivor; needs; support; risk; safe; telephone enquiry; communication; disclosure