



Job Title:	Domestic Abuse Caseworker
Service/Division:	Violence Against Women and Girls
Reporting to:	Angelou Manager
Direct reports:	None
Hours:	35 hours per week (some working from home and shift work)
Location:	Hammersmith/Westminster
Contract Type:	Fixed term until September 2024

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

*Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.*

## **Job Summary**

Advance Domestic Abuse Team delivers nationally accredited, quality marked services in Hammersmith & Fulham, Westminster, Kensington and Chelsea. We work within a coordinated partnership response to domestic violence to provide independent domestic violence advocacy and support for women, children and young people and women's community services for women who are involved in the criminal justice system, in anti-social behaviour or are at risk of breaking the law.

The Domestic Abuse Caseworker will work within a dynamic, fast paced, crisis intervention, advocacy and support service to ensure the voice of survivors informs every stage of the process. They will work within the team to make proactive contact and provide high quality advocacy and support based upon a client led needs and risk assessment to women from aged 16. The post holder will work across the three boroughs under the guidance of the Angelou Manager. The post holder will hold a caseload of survivors and will also be required to work as part of Advance's duty team on a rota basis which will involve completing intake assessments and providing crisis intervention support. They will hold a caseload of clients who are medium risk, advise on criminal justice and civil remedies, and coordinating the provision of multi-agency support.

## **Key Responsibilities and Duties**

Ensure effective access for women and girls and encourage them to access support from the service, through proactive contact, rapport building and assessment for a high volume of referrals.

Hold a caseload and work on a rota basis within the team to conduct comprehensive assessments of need and risk for women experiencing domestic violence referred to the service. Carry out short- and longer-term risk management, safety planning and support and identify and refer to services appropriate to their needs.

Attend multi-agency and partnership meetings as required.



Develop support plans that include delivery of high-quality face to face or telephone crisis intervention, information, advocacy and support, in respect to criminal and civil remedies, housing, health, welfare rights, children's legislation and other appropriate interventions.

Ensure effective access for women and girls across the Angelou Partnership services and encourage their engagement with the service, through multi-agency working and service flexibility.

Advise women of their rights and options for seeking help and support from other agencies, making referrals and co-ordinating the provision of multi-agency support where necessary, and proactively advocate to ensure barriers to accessing support and protection are minimised.

Proactively assess the needs and safety of any children that women using the service may have, ensure that any risks/needs identified are addressed directly with the service user, and take appropriate action to safeguard them, having full regard to Advance's Safeguarding Children policy.

Proactively assess the needs and safety of women at risk, giving due regard to policies and procedures and adhering to Advance's Safeguarding Adults at Risk policy.

Work with Senior Services Manager and Angelou Manager to ensure all monitoring and evaluation for the project is accurate and fully maintained, keeping managers informed of any issues and successes.

Support new staff members within the induction process to train them around duty procedures and agreed case recording and monitoring systems to ensure a smooth delivery of service.

Ensure that agreed case recording and monitoring systems are kept up to date and secure, and write internal and external reports where required, including for safeguarding conferences, team meetings, managers and others.

Work effectively as a member of the Advance Domestic Violence and Abuse Team and in close collaboration with Angelou partner services and Minerva keyworkers.

Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.

Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

## General Information

**Performance and Quality:** Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

**Policies and procedure:** Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

**Equality and diversity:** Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is

required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

**Confidentiality:** The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

*This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post*

## PERSON SPECIFICATION:

E= Essential and D = Desirable

KNOWLEDGE AND QUALIFICATIONS	
A relevant qualification or training, for example in domestic violence, criminal justice, law, social work, child development, substance misuse or related area.	D
A thorough understanding of violence against women and girls with a particular focus on the dynamics of domestic violence and its impact on women, children, families and communities.	E
Thorough knowledge of safeguarding practice, procedures and legislation.	E
EXPERIENCE	
Experience of supporting women who have experienced domestic violence, forced marriage or 'honour'-based violence.	E/D
Experience of risk and needs assessment and safety and support planning, particularly with clients with complex/multiple needs.	E
Experience of crisis management and successfully managing a busy and complex caseload.	E
Experience of partnership working and of maintaining excellent working relationships with a range of stakeholders.	E
TECHNICAL/WORK BASED SKILLS	
Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds, including those who have experienced trauma.	E
Ability to work well within a team and responsibly on your own initiative, and of maintaining professional boundaries with clients and partner agencies.	E

Flexible, proactive approach and a good ability to prioritise work.	E
Good data collection, monitoring and IT skills, including word processing and using databases and spreadsheets.	E
Good report writing skills, including preparing reports for courts, case conference and information for Multi-agency Risk Assessment Conferences (MARACS).	E
Effectively manage a caseload of medium and standard risk clients and providing advocacy with external agencies	E
<b>GENERAL SKILLS AND ATTRIBUTES</b>	
Demonstrable multicultural skills and variable approaches to equity, diversity and inclusion	E
Clear boundaries and a willingness to accept line management and make effective use of supervision.	E
Committed to Advance's charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	E
A good understanding of the importance of confidentiality and anti-discriminatory practice, safe practice and health and safety procedures.	E
A good understanding of cultural issues and equal opportunities.	E
A firm commitment to women, children's and young people's rights and to work within Advance's framework and its core values.	E
Willingness to carry out the policies and procedures of Advance and to work to agreed guidelines and codes of conduct.	E

Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.