Job Description and Person Specification

Post Title: Duty Advocate

Contract Type: Fixed Term (until September 2028 with a view to extend subject to funding)

Hours: Full Time (35 hours per week)

Salary: £32,480 – £37,480 (depending on qualifications and experience)

Location: Southall

Responsible to: Senior Immigration Advocate

Job Purpose

To provide high-quality and comprehensive advice, information, practical and advocacy support relating to domestic and other forms of gender-based violence perpetrated against Black and minoritised women and children. To provide efficient and high-quality administrative support in managing the Central Pot, a key fund that supports women with no recourse to public funds (NRPF) and other exceptional needs. This includes overseeing the Central Pot inbox, assessing and approving applications, maintaining financial and case management records, and contributing to monitoring and reporting requirements.

To assist with educational, developmental, policy and campaigning work arising from advice and casework.

To promote the aims and objectives of SBS as a specialist organisation for Black and minoritised women and children.

Duties and Responsibilities

Duty Response and Risk Assessment

To respond promptly to all walk-in service users attending reception, ensuring they are seen immediately by an Advocate where possible.
To complete a detailed risk assessment for all walk-in clients and ensure cases are referred for allocation as soon as possible or appropriately signposted to relevant services where support from the organisation is not required.

To conduct comprehensive risk assessments over the telephone for clients contacting the service remotely, ensuring accurate recording of risks and immediate safety planning where necessary.

To identify high-risk cases of domestic abuse and complete MARAC referral forms, ensuring they are submitted in line with local procedures.

To work with clients to develop individual safety plans to reduce risk and support their immediate and longer-term safety.

Practical Support and Referrals

To support clients who present as homeless by completing the relevant homelessness application forms and assisting them to access emergency accommodation, refuge and housing services where appropriate.

To complete referrals to Social Services where safeguarding concerns are identified involving children or vulnerable adults.

To complete referrals to healthcare services, including GP referrals and other relevant forms such as HC1 applications where required.

To assist clients with immigration related matters where appropriate, ensuring referrals are made to relevant services and that appropriate follow up support is provided where direct assistance cannot be offered.

To provide appropriate signposting and referrals to external agencies including housing services, legal services, health providers, and specialist support organisations.

Multi-Agency Working

To liaise with the police and other relevant authorities where necessary, including supporting clients during the process of making police reports or providing statements.

To liaise and collaborate with relevant professionals and statutory agencies, including police, housing authorities, social services, and healthcare providers.

Central Pot Management

To act as the first point of contact for all Central Pot enquiries via the designated inbox.

To assess incoming Central Pot applications against established eligibility criteria and approve appropriate requests.

To maintain and update the Central Pot tracker to ensure accurate record-keeping and budget management.

To ensure timely and accurate data entry on OASIS (case management system) for all Central Pot-related support.

To monitor and manage Central Pot invoices, ensuring records are updated and approved invoices are submitted to the finance team.

Case Recording, Monitoring and Reporting

To ensure all case records, risk assessments and support actions are recorded accurately and maintained to the highest professional standard.

To regularly update internal trackers and case management systems to ensure all client information and case progress is accurately recorded.

To assist in the preparation of quarterly monitoring reports, including data collation and summaries for funders and internal reviews.

To ensure compliance with all legal and contractual reporting requirements in relation to service delivery.

To complete all internal documentation and reporting forms in accordance with organisational procedures and service requirements.

Professional Practice and Values

To ensure the service user remains at the centre of all support, promoting empowerment, independence and informed decision-making.

To maintain confidentiality and data protection standards in accordance with organisational policies and legal requirements.

To attend team meetings, supervision sessions, and training opportunities to ensure continuous professional development.

To contribute to effective team working and case management, ensuring cases are appropriately allocated and supported.

To maintain up-to-date knowledge of domestic abuse, safeguarding, homelessness procedures, and related legislation relevant to the role.

To undertake any additional duties necessary to contribute to the effective running of the service and organisation.

Person Specification

Your application should give clear examples of experience, knowledge, skills, and abilities gained through paid and/or unpaid work (e.g., volunteering or campaigning).

Key:

E: Essential (must-have criteria)

D: Desirable (criteria that will strengthen your application)

***:** Criterion used for shortlisting

Qualifications and Experience

Specification	E/D	Shortlisting	Assessed via
IAA qualification or the willingness to achieve this.	E	*	Application
CAADA/SafeLives/Women's Aid IDVA/DAPA qualification, or the willingness to complete this.	E	*	Application
Experience working with victim-survivors of domestic abuse and other forms of VAWG.	E	*	Application
Experience providing advice, advocacy, or casework to Black, minoritised and migrant women across multiple channels (phone, email, in-person) in a fast-paced environment.	E	*	Application
Experience providing non-judgemental, confidential support and enabling victim-survivors to set realistic goals.	E	*	Application & Interview
Experience working within a multi-agency framework.	D		Application

Knowledge

Specification	E/D	Shortlisting	Assessed via
Understanding of the practical, emotional, social, and economic issues facing Black, minoritised and migrant women affected by VAWG.	E	*	Application & Interview
Knowledge of survivor support options including safe housing, immigration/asylum routes, criminal justice, and civil remedies.	D		Application & Interview
Knowledge of safeguarding children and vulnerable adults.	E	*	Application & Interview
Working knowledge of structural issues relevant to VAWG, including immigration policy, policing, and housing systems.	E		Application & Interview

Skills

Specification	E/D	Shortlisting	Assessed via
Ability to speak a South Asian language preferably Urdu, Hindi or Punjabi	E	*	Interview
Ability to manage a caseload, prioritise workload and meet deadlines.	E	*	Interview
Ability to demonstrate empathy for the issues and barriers faced by Black and minoritised women.	E	*	Application
Demonstrated empathy and understanding of barriers faced by Black and minoritised women.	E	*	Application & Interview
Strong interpersonal skills, patience, and ability to handle sensitive situations while maintaining professional boundaries.	E	*	Interview
Ability to build and maintain effective relationships internally and externally.	E		Application & Interview
Excellent written and verbal communication skills.	E	*	Application & Interview
Competence using Microsoft Office and case management systems.	E	*	Application
Strong organisational and administrative skills; ability to work flexibly and proactively.	E	*	Application
Ability to maintain professionalism when dealing with crises and challenging situations.	E	*	Application & Interview

Other

Specification	E/D	Shortlisting	Assessed via
Commitment to tackling all forms of VAWG within an anti-racist, secular, feminist, and human rights framework.	E	*	Application & Interview
Willingness to work flexible hours where required.	E	*	Application

It is essential to the development of SBS' service delivery that the post holder is able to respond flexibly to changing service needs and requirements. This job description is therefore a guide and not an exhaustive list of all responsibilities, and it may be subject to review over time.

This vacancy is open to Black and minoritised women only, in accordance with the Equality Act 2010, Schedule 9, Part 1, due to the nature of the role and the work of the organisation.

We reserve the right to close this advert early if we receive a high volume of strong applications, so we encourage early submissions.