

Housing Caseworker (Young People) - Job Description

Job title:	Housing Caseworker (Young People) (Female Applicants Only)
Team:	Advice Services
Reporting to:	Advice Casework Manager
Location:	This role will involve a combination of regular office-based work (in Vauxhall, as well as travel across London), community based and remote working as determined by service user and service delivery requirements

Women and Girls Network (WGN)

Women and Girls Network (WGN) is a pan-London charity which supports women and girls affected by all forms of gender-based violence. WGN's services provide a holistic, integrated healing journey which promotes total, sustainable recovery, supporting women and girls who have survived so they can thrive.

Overall Purpose

- To provide direct and dedicated 1-1 housing support to young women who have experienced or at risk of any form of Violence against Women and Girls (VAWG).
- To provide specialist housing advice and consultation to professionals who are supporting young women survivors of VAWG, aimed at enhancing best practice among all organisation and systems young women may engage with.
- To provide specialist housing training to professionals.

This job description is accurate as at the date shown below. It does not form part of contractual terms and may be varied to reflect or anticipate changes in or to the role.

Responsibilities:

Advice, Advocacy and Support

1. Develop and deliver empowering & creative bespoke packages of housing advocacy to a caseload of young women-affected by / at risk of VAWG.
2. Address the multiple impacts of VAWG by working with young women to identify and address all areas of need including but not limited to: mental health, emotional, spiritual, physical, sexual and reproductive health and wellbeing, social functioning and life skills, housing and immigration.

3. Work alongside young women to develop and enhance self-protective factors increasing self-esteem, confidence and safety planning skills.
4. Deliver WGN's Voice & Choice informed choices surgeries, providing one off support, equipping young women with information, skills and resources they need to make informed choices, access services, access their rights and to have their voices heard.

Safeguarding & risk:

1. Maintain confidentiality for young women, in line with WGN's Safeguarding Policy.
2. Assess safeguarding concerns and discuss these concerns with appropriate safeguarding leads, taking appropriate and timely action as required by WGN's safeguarding procedure.
3. Work alongside young women to maximize self-protective strategies to ensure stability, manage risk and establish wellbeing.
4. Support young women through safeguarding processes where appropriate, ensuring transparency and that they are kept informed at all times.
5. Understand the nuanced nature of risk assessment and risk manifestation, working with young women and local agencies to develop a shared understanding of risk, negotiating robust risk management plans to maximise external protective factors.
6. Utilise a multi-agency approach, working with voluntary and statutory professional networks surrounding young women, including social care, education, youth justice services, police, etc.
7. Provide expert contributions to relevant multi-agency child safeguarding systems and forums, including child protection conferences and Child Sexual Exploitation strategy meetings.

Voice

1. Working in partnership with young women to co-produce resources and programmes, providing platforms for young women voices to be heard.
2. At all times working within an intersectional framework, considering the diverse and sometimes conflicting needs of young women, tailoring the service to widen access and ensure individual and community needs are met.
3. Adapting and tailoring resources and forms for young women to ensure they are able to access and feel confident using the service.

Case Management and Monitoring

1. Maintain accurate and confidential records of all work undertaken in keeping with the standards of the role, organisational policies and procedures and legislation.
2. Complete monitoring and evaluation information for all clients in line with funding expectations and organisational policies and procedures.
3. Inform young women about how they can complain or feedback about the service in line with organisational policy.

4. Attend and make effective use of line management, case management and clinical supervision.

Partnership Working and Strengthening Practice

1. Develop and maintain good working relationships and referral pathways with Local Authorities and Housing/Homelessness agencies.
2. Develop the service to address unmet needs by creating strong partnerships with specialist services.
3. Support research and institutional advocacy initiatives that evidence and challenge the institutional failures and systemic injustices faced by young women survivors of VAWG.
4. Actively contributing to the development and creation of a trauma-informed working environment and a feminist ethos of care and support.
5. Ensuring the projects high profile and visibility are maintained across London, identifying key partners and locations in which further promotion should take place.

General Responsibilities

1. Actively contribute to the values, principles, and ethos of the organisation and models of best practice for working within feminist protocols and principles.
2. To work within WGN's specialist 'Holistic Empowerment Recovery Model' for survivors of gender-based violence; a gender responsive, trauma focused, strengths and evidence-based model.
3. Strive to meet and exceed quality standards in relation to every aspect of the work to ensure that WGN maintains its distinctive positive reputation.
4. Promote the aims and objectives of WGN.
5. Share information and expertise to build a strong team and enhance the knowledge base of WGN, including contributing to WGN team meetings as required;
6. Work occasional evenings and weekends as required by the post.

Other duties (consistent with the seniority of the post) may be added from time to time to achieve WGN's objectives in consultation with the post holder.

Please note that this list is indicative of the key responsibilities and duties and areas of responsibility for this role but is by no means exhaustive. WGN is a solution-focused organisation and a 'can do' attitude and flexibility to take on other related tasks is essential.

Variation Clause

WGN reserves the right, following full and reasonable consultation with the team member concerned, to vary, add or alter the terms and conditions of employment.

Flexibility Clause

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically outlined above and / or outside of specified



Empowerment, healing and transformation for women moving on from violence

working hours, including occasional evenings and weekends. Overtime will not be paid, TOIL will be accrued for hours worked and staff will be supported to take that time.

Exemption

Due to the nature of the role, we will only accept applications from female candidates. Exempt under the Equality Act 2010, Schedule 9, Part 1.

Housing Caseworker (Young People) – Person Specification

Qualifications & Experience	Criteria
In-depth working knowledge and experience of assessing and responding to needs, risk and safeguarding concerns.	Essential
Experience of multi-agency partnership working.	Essential
Demonstrable track record of combating discrimination and actively promoting equality and good diversity practice	Essential
A clear understanding of impact of VAWG on young women & girls within society.	Essential
Experience of managing a busy caseload, working under pressure and prioritising workload	Desirable
Experience of working with young women/girls, or similar, transferable skills of providing support within other sectors.	Desirable
Knowledge	Criteria
An in-depth knowledge and understanding of the housing options available to young women & girls affected by VAWG.	Essential
A clear understanding of the barriers young women from diverse communities face in disclosing VAWG and accessing housing support.	Essential
An in-depth knowledge of housing and homelessness legislation	Essential
Strong working knowledge of safeguarding legislation and practice	Desirable
Skills & Attitude	Criteria
Ability to form good working relationships and maintain professional boundaries with survivors	Essential
Proven ability of effectively engaging with survivors' face to face and over the phone, establishing rapport and showing empathy.	Essential
Ability to develop and deliver housing related training to professionals	Essential
Ability and aspiration to work and thrive within a multi-cultural, feminist environment and framework.	Essential
Excellent written and verbal communication skills.	Essential
Good organisational and ICT skills.	Essential
Commitment to actively challenge discrimination and oppression and work within the values, ethos, mission and policies of WGN.	Essential

Commitment to challenging social attitudes and structures which result in the prevalence of violence against women and girls.	Essential
A commitment to developing your own learning and professional development and willingness and ability to critically develop own practice.	Essential
Ability and willingness to travel across London as required.	Essential
Ability to deliver creative and meaningful interventions and services that engage, motivate and effect change in survivor's lives.	Desirable
Ability to present an uncompromising analysis of VAWG in all forms.	Desirable
A flexible approach to work and willingness to undertake any other duty commensurable, including occasional evening and weekend work as required by the role	Desirable
Others	Criteria
Commitment to work in accordance with WGN's ethos, values and policies and ability to make a positive contribution to the charity.	Essential
Understand the impact of, and issues facing women and girls overcoming experiences of gender-based violence.	Desirable