

Job Description

Job title: Specialist Caseworker - Minority Ethnic

Salary: £ 25,970.83

Hours: Full time - 35hrs per week - Fixed Term until 31st August 2027 with possibility of extension subject to funding

Responsible For: No paid staff

Responsible to: Domestic Abuse Specialist Services Manager

- Liaison/ communication:**
- The post holder will communicate internally with all members of the Freeva team and with the wider UAVA staff team
 - The post holder will represent the Freeva at various meetings or committees as deemed appropriate by the Management and/or the Board of Trustees

Main purposes of the post

The service will deliver:

- Comprehensive risk assessment followed by individual support plans
- Emotional and practical support
- Support to access legal advice/protection
- Specific cultural support using appropriate cultural language
- Referrals to external agencies
- Victim satisfaction, decreasing re-victimisation
- Healthy relationships work
- Discussions around DV dynamic
- Deliver training, provide consultancy on and raise awareness of the issues faced by BAME communities
- A helpline for members of the public and professionals which operates Monday to Sunday 8am – 8pm.
- Create strong communications with partners and MARAC

Duties

Enhanced Support to Vulnerable Victims

1. Providing enhanced, trauma informed support to Black and Minority Ethnic (BAME) of domestic and or sexual abuse; including victims with No Recourse to Public Funds

2. Hold a caseload and complete comprehensive risk and needs assessment followed by individual support plans
3. Liaise with statutory and non-statutory services to ensure that the needs of vulnerable clients are met by the most appropriate agency
4. Establish positive relationships with local domestic abuse and sexual violence services to enable positive outcomes for clients of the service.
5. Liaising with statutory and non-statutory services to ensure the physical safety, emotional welfare and mental health of the client is supported appropriately
6. Provide emotional and practical support, including supporting clients to access immediate support options including housing, health, legal advice, welfare support etc.
7. Promote community cohesion and facilitate access to other local specialist agencies
8. Attend multi-agency meetings as appropriate to advocate for clients
9. A commitment to partnership working and attendance at multi-agency meetings to promote the service/organization
10. Deliver training, provide consultancy on and raise awareness of the issues faced by BAME communities.
11. Encourage feedback from service users on a regular basis and to contribute to the ongoing evaluation of the service
12. Be competent in accurate record-keeping and collection of data for monitoring purposes, service specific monitoring reports and to provide statistical information for evaluation purposes as required
13. Provide at least one case study per quarter

Helpline / General Duties

14. Work as part of the wider Specialist Domestic Abuse and Helpline teams
15. Ensure the service is focused on improving safety, health and well-being and reducing risk.
16. Regularly check HES referrals to identify clients that meet the criteria for specialist BAME support, email inboxes and answer phone for enquiries and referrals and respond to them appropriately.
17. Ensure that the helpline is the main portal for new service users but also as a continuous resource that is integrated and complements other service activities.
18. Ensure information provided on the Helpline and through this service is constantly updated and meets current legislation and best practice.
19. Complete all OASIS forms including safety plans, abuse profiles and risk assessments accurately and record onto the case management system following each contact
20. Voicemails - Check the answer-phone service on a regular basis and logged on the Helpline Voicemail Messages Log
21. Be competent in accurate record-keeping and collection of data for monitoring purposes, completion of helpline monitoring reports and to provide statistical information for evaluation purposes as required
22. Support with maintaining standards for the purposes of helpline accreditation and providing quality services

23. Contribute to the continuous review the helpline manual including the addition of any useful resources to reflect updated information of services available both locally and nationally
24. Undertake efficient handover and debriefing processes after each shift; e.g. update on referrals, and that all other relevant issues and information is passed on to relevant staff.
25. Ensure confidentiality and professional boundaries are maintained at all times.
26. Comply with all policies and procedures at all times.

Organisational Development

1. To strengthen and develop links with a wide range of local organisations and businesses across all sectors to promote the helpline services as widely as possible
2. To keep all members of staff and Board of Trustees informed about good practice in running the helpline services and to contribute in the development of helpline policies, strategies and working practices
3. Keep up-to-date with developments in the domestic and sexual violence field
4. To undertake such other duties as may be required by the Board of Trustees from time to time, but which will be consistent with the role.
5. Demonstrate a commitment to Freeva's policies on equalities and promote these in all aspects of the helpline work

Person Specification

Area	Criteria
Education and Training	Essential A degree, equivalent qualification or alternatively able to demonstrate substantial relevant experience. Desirable A relevant professional qualification such as CQSW, Diploma in Counselling
Work Experience / Knowledge	Essential • A comprehensive understanding of issues relating to victims and survivors of domestic and sexual violence, and demonstrable skills in assessing the needs of callers using non-judgemental, active listening and questioning skills • Minimum of one-year work experience in the charity/ voluntary sector, namely relating to domestic and/or sexual violence related client work • Experience of working with people from a variety of backgrounds and cultures • Experience of providing non-judgemental, non-directive and confidential information, advice and support by phone • An understanding of the dynamics of domestic and sexual violence, including knowledge of impact of domestic and sexual violence on victims and children and of current legislation and good practice • Understanding of safeguarding protocols including child protection issues and legal responsibilities • Experience of working within multi-agency networks and settings • Experience of service development work • Experience of monitoring and evaluation Desirable • Experience of providing community based support to victims of domestic abuse or sexual violence • An understanding of the criminal and civil justice systems related to domestic and sexual violence
Personal Attributes	Essential • Empathy for victims of domestic and sexual violence and a desire to work alongside them to assist in their recovery process • Ability to communicate clearly and empathetically, including the ability to listen effectively and match communication to the needs of the recipient • Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent • Motivated and enthusiastic; and proven ability to work as part of a busy, often stressful and challenging environment • Excellent written and verbal communication skills, with the ability to present clear well-structured professional reports, letters and case notes • Ability to operate a high degree of confidentiality and accountability • Ability to work to tight deadlines and to take responsibility for meeting agreed targets

	• Ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity • Ability to work on own initiative, be proactive and able to take responsibility for actions, including planning and prioritizing work activities • Ability to demonstrate commitment to multi-agency partnership working work • Commitment to continuing professional development. • Ability to self evaluate and reflect on practice • Ability to recognize discrimination and anti-oppressive practices, in its various forms, and to take appropriate action. • Demonstrable understanding of diversity, equal opportunity and gender equality issues • Confident in providing advice and guidance to others around policy, procedures and good practice • Ability to maintain personal and professional boundaries. • Willingness to undertake training. • Willingness to accommodate occasional unsociable hours (evenings and weekends) • Commitment to the aims and work of the Freeva
IT skills	<i>Essential</i> • Computer literate, including demonstrable competence in using Microsoft office package (word, excel, outlook and powerpoint) • Experience of data analysis and report writing
Other	<i>Essential</i> • Hold full UK Driving License and use of own vehicle