

## Job Description

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| <b>Job Title</b>      | Adult Caseworker (Women victims / survivors) |
| <b>Accountable to</b> | The Board of Trustees / Chief Executive      |
| <b>Line Manager</b>   | Head of Operations                           |
| <b>Hours of Work</b>  | 35 hours per week (full time)                |
| <b>Salary</b>         | £25,240 to £27,660 (dependent on experience) |
| <b>Closing Date</b>   | Tuesday 9 <sup>th</sup> April 2024 @ 5pm     |

### Job Purpose

To provide a direct service to women victims / survivors of domestic abuse via 1:1 or group work.

### Job Responsibilities

1. To conduct person centred advice and support sessions to assist the service user with the development of her personal plan.
2. To liaise with SWACA team members when necessary.
3. To provide advocacy on behalf of the service users with external agencies, where appropriate.
4. To hold and manage a varied and fluctuating caseload in accordance with agency guidance, policy, and procedures.
5. To maintain accurate, up to date and relevant case notes on both the SWACA Case Management and Local Authority systems.
6. To act in a consultancy/advisory capacity for external agencies.
7. To engage service users in identifying and designing appropriate services.
8. To assist, support and supervise volunteers and students working in the agency.
9. To contribute to the development of the service and take responsibility for personal development through active engagement in supervision, team meetings, training, board meetings and agency events, as required.
10. To collect and submit appropriate data that may be required by the SWACA or by external agencies.
11. To promote the interests of the Charity by supporting fundraising and public relation events.
12. Other similar duties may be allocated from time to time, appropriate to the general character of the post.
13. It is a requirement of the post that some evening and weekend work is undertaken for which time in lieu will be authorised.

## Person Specification

| Specification   | Assessment Method* |
|---|--------------------|
| <b>Essential Requirements</b>   |                    |
| <b>Experience/Education</b>   |                    |
| Significant experience of delivering interventions to women on a 1:1 basis.                                     | A/I                |
| Numeracy and literacy skills equivalent to GCSE grade 4/5 (grade C) in English and Maths (or equivalent).       | A                  |
| <b>Knowledge</b>  |                    |
| An understanding of the impact of domestic abuse upon women, children, and young people.                        | A/I                |
| A sound working knowledge of safeguarding legislation and practice, including domestic abuse.                   | A/I                |
| A working knowledge of multi-agency approaches and networks.  | A/I                |
| An understanding of the nature / role of Refuge service provision.  | A/I                |
| <b>Competencies</b>   |                    |
| Ability to deliver effective interventions for, and with, individual adults.                                    | A/I                |
| Ability to provide a safe and supportive environment for individuals who may have experienced domestic abuse.   | A/I                |
| Sensitivity in working with complex family issues.  | A/I                |
| Ability to relate and engage with individuals from diverse backgrounds.   | A/I                |
| Excellent verbal and written communication skills with service users, professionals and team members.           | A/I                |
| Ability to maintain effective liaison/working relationships with all relevant agencies.                         | A/I                |
| Ability to maintain high professional standards in adherence to agency policies and procedures.                 | A                  |
| Ability to evaluate and monitor the impact of interventions and support the collation of service user feedback. | A/I                |
| Ability to use IT systems.  | A                  |

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|---|-----|
| Self-motivated and competent at managing own caseload.                                    | A/I |
| Ability to work as a member of a multi-disciplinary team.                                 | A/I |
| Ability to reflect on own practice through supervision, line management and peer-support. | A   |
| Ability to work to SWACA's values and ethos.  | A   |
| <b>Desirable Requirements</b>   |     |
| An understanding of the Voluntary, Community and Faith Sector.                            | A   |

\*Assessment Method: A – Application I – Interview T – Test

**Notes:**

1. This post is restricted to women applicants only under the Equality Act 2010, Schedule 9, and Part 1. Section 7(2) e of the Sex Discrimination Act 1975.
2. Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service.