**Job Description**

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| **Job Title** | **Domestic Abuse Caseworker** |
| **Accountable to** | **The Board of Trustees / Chief Executive** |
| **Line Manager** | **Head of Operations** |
| **Hours of Work** | **35 hours per week (full time) on a rolling rota between the hours of 8am - 6pm Monday – Friday** |
| **Salary** | **£25,225 – £27,000 12-month fixed term contract** |
| **Closing Date** | **4th September 2025** |

**Job Purpose**

To provide a direct support service to all victims / survivors of domestic abuse.

**Job Responsibilities**

1. To operate a helpline service for victim/survivors, professionals and the wider community, you will conduct a full needs assessment, risk assessments and safety plan with a victim/ survivor, at the first point of contact and you will be the allocated worker overseeing the case management, by conducting person centred advice and support sessions to assist the service user with the development of their personal plan.
2. Ensure effective access for all victim survivors of domestic abuse and encourage them to access support from the service, through proactive contact, rapport building and assessment.
3. Hold and manage a varied and fluctuating caseload and working 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 (when appropriate) risk management, safety planning and support and identify and refer to services appropriate to their needs in accordance with any charity (internal) or external agency guidance, policy and procedures.
4. Attend multi-agency and partnership meetings as required and in line with policies and service user needs. To act in a consultancy/advisory capacity for external agencies, such as statutory and other relevant agencies, in line with your roles and responsibilities for this post.
5. Advise service users of their rights and options for seeking help and support, develop person centred support plans, underpinned by empowerment strategies, making referrals and co-ordinating the provision of multi-agency support where necessary, and advocate on behalf of service users to ensure barriers to accessing support and protection are minimised with a trauma informed response.
6. Proactively assess the needs and safety of service users at risk, giving due regard to internal/external policies and procedures and adhering to SWACA Safeguarding policy.
7. Work with Head of Operations and senior management, to ensure all monitoring and evaluations are complete and accurate and fully maintained, in line with service specifications and contract KPI’s. To engage and encourage service users in the development/enhancement of service delivery. keeping managers informed of any issues and successes.
8. Support new staff members/students and volunteers within the induction process to including shadowing and sharing knowledge of processes within the organisation to ensure a smooth delivery of service.
9. To maintain accurate, up to date and relevant case notes on both the SWACA Case Management and Local Authority systems. Write internal and external reports where required, including safeguarding conference reports, court reports, legal aid letters, team meeting minutes and reports for monitoring etc.
10. Working within the confines of confidentiality/GDPR, to ensure professional boundaries are always maintained when working with service users staff volunteers and external bodies.
11. To continue personal development e.g. Attending training, supervision, team meetings as directed and keep up to date on relevant legislation, policy and practice.
12. It is a requirement of the post alongside your agreed work pattern, that some evening and weekend work is undertaken for which time in lieu will be authorised.
13. To promote the interests of the Charity by supporting fundraising and public relation events
14. Other similar duties may be allocated from time to time, appropriate to the general character of the post.

**Person Specification**

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| Specification | Assessment Method\* |
| **Essential Requirements** |  |
| **Knowledge/Education/Qualifications** |  |
| A relevant qualification or training, for example in domestic abuse criminal justice, law, social work, child development, substance misuse or related area. | A/I |
| A thorough understanding of the dynamics of domestic abuse and its impact on individuals. | A/I |
| A sound working knowledge of safeguarding legislation and practice. | A/I |
| **Experience** |  |
| Experience of individuals with complex needs. | A/I |
| Experience of identifying and managing risk, completing needs assessments, safety and support planning, particularly with clients with complex/multiple needs. | A/I |
| A working knowledge of multi-agency approaches and networks. | A/I |
| **Skills** |  |
| Excellent listening skills and the ability to relate and engage with individuals from diverse backgrounds. | A/I |
| Ability to work as a member of a team and able to use your own initiative. | A/I |
| Accurate data collection/ recording, monitoring and IT literate. | A/I |
| Competent report writing skills, including preparing reports for courts, case conference and information for Multi-agency Risk Assessment Conferences (MARAC). | A/I |
| Ability to successfully manage a busy and complex caseload. | A |
| **General** |  |
| Ability to reflect on own practice through supervision, line management and peer support. | A/I |
| A comprehensive understanding of the importance of confidentiality/ GDPR, trauma informed practice and safe practices. | A/I |
| A comprehensive understanding of Equality, Diversity and Inclusion. | A |
| Ability to maintain high professional standards in adherence to agency policies and procedures. |  |
| **Desirable Requirements** |  |
| Access to own vehicle. | A |
| A willingness to support fundraising / income generation activities. | A/I |

\*Assessment Method: A – Application I – Interview

**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 SWACA’s work, it will be necessary for a satisfactory enhanced disclosure to be secured via the Disclosure and Barring Service.*