



VAW&G Advice and Case Worker

JOB DESCRIPTION

JOB DETAILS:

Job Title:	VAW&G Advice and Case Worker
Duration:	Fixed contract for 12 Months – full time (subject to three months' probation)
Hours:	35 hours per week
Location:	Caxton House – Archway
Report to:	VAWG services Manager
Salary:	26K per annum
Holidays:	25 days + Public Holidays

1. Aims of the Position:

To address the immediate and long term needs of Kurdish, Middle Eastern and North African (KMENA) women who might be at risk or survivors of Domestic abuse and Harmful Practices, many who have No Recourse to Public Fund. You will help to address women's support needs through provisions of information, advice, and advocacy case work, as well as signposting and referrals to appropriate services.

2. Job Summary

To provide a range of support services to women and girls within London Boroughs, with the aim of maintaining their independence by assessing a woman's needs and enabling them, to have a access to other locally available services as appropriate both initially and in the longer term.

3. Main Duties

- To offer information, advice and intersectional advocacy to KMENA women and girls who are affected by domestic violence and Honour based violence.
- To take and assess referrals in accordance with KMEWO's Policies & Procedures.
- To work with service users within the framework of KMEWO's risk assessment, service standards and support planning systems.
- To maintain service users' and other records in accordance with KMEWO's systems, policies & procedures

4. Key Work

- To carry out comprehensive needs and risk assessment and safety planning that enables women to recognise their situation and develop strategies to enhance their safety and that of their children without reducing opportunities or

impairing quality of life. This includes using the Common Assessment Framework (CAF), CAADA RIC and providing support and referral to appropriate services.

- Casework will be provided to women presenting with VAWG issues as appropriate.
- To Develop safety plans with clients and discuss the range of suitable options they might have, ensuring that the survivor's perspective and safety are fully considered.
- To work closely with partner agencies to manage risk appropriately, deliver co-ordinated and comprehensive support packages and to make appropriate referrals to other services as required.
- To provide advice and guidance to assist women in maintaining the safety and security of their home including referral to relevant Local authorities' community safety Units.
- To provide information and advice to women to maximise their income and to avoid and address rent arrears and other debt and signpost or refer to specialist agencies as required.
- To provide advice and signpost around homelessness and housing issues.
- To provide advice and signpost women to address any health needs and/or social care needs through health promotion, access to health and adult and children's social care services
- To advise, assist and support service users in accessing social services, legal services, counselling and other resources such as training and educational opportunities
- To keep detailed case notes of all work undertaken with users
- To provide appropriate emotional support for users
- To facilitate service users to attend confidence building and wellbeing activities at KMEWO or externally.
- To facilitate service users, access to Counselling session in their mother tong language.
- To provide L1 & L2 case work support to women with NRPF in consultation with legal advisers and solicitors.

Brokering access to other services and partnership working

- Prioritise effective partnership working arrangements to co-ordinate the work of local services and provide a robust package of support.
- To attend case conferences and Team around the Family and Child meetings, where necessary.
- To ensure adequate communication and information sharing protocols are in place including with the police, housing, health, adult, and children's social care services so that prevention and early intervention can stop a serious problem from developing.
- To ensure that service users have access to required primary healthcare services and health promotion information when addressing disclosure of sexual assaults as appropriate
- To broker access (surgeries) to statutory and voluntary services. This includes mainstream and specialist counselling and therapeutic services, legal services, educational services, training and employment opportunities, organisations meeting specific cultural needs etc

Quality and Performance Management

- To ensure the framework of quality standards set down by KMEWO and local authorities are maintained
- To develop and maintain performance information, and set-up systems to record and monitor performances in accordance with funders requirements
- To work with the VAWG service Manager in developing Quality Systems to deliver service standards and improve on service performance
- Maintaining appropriate records and statistics regarding KMEWO's service users and implementing and monitoring systems to ensure that KMEWO is meeting the requirements of its funders

General

- To undertake own administration. e.g. typing, filing
- To ensure office is covered and telephones answered
- To record and distribute mail
- To participate in external meetings, forums, etc. as appropriate
- To collect and record information for monitoring purposes
- To attend staff meetings, staff training and supervision / appraisals as required
- To facilitate user meetings and activities for users as appropriate
- To liaise with external agencies (e.g. Welfare benefit, social services, police, housing) in accordance with KMEWO's confidentiality policy
- To abide by and implement all KMEWO policies, including the Equal Opportunities Policy
- To carry out other duties appropriate to the post as requested by your Line Manager or the Director of KMEWO.

PERSON SPECIFICATION

1. Relevant experience:

- Proficiency to communicate in English and one (or more) Middle Eastern languages (Arabic, Kurdish and/or Farsi), both in writing and verbally.
- Experience in working within a community-based services.
- Experience in providing one to one support to individuals on one or more of the following issues: housing and homelessness, welfare benefits, domestic abuse and harmful practices, immigration, employment, and family issues. (Working with women on VAWG and HTP will be highly desired)
- Extensive experience in casework, case files recording and monitoring tools.
- Experience of working in partnerships or closely with other community and voluntary and/or statutory service providers
- Experience of providing support to people with complex problems
- Experience of monitoring and managing quality and performance

2. Education and training:

In the absence of formal qualification, candidates must be able to demonstrate significant relevant work experience with support providers and excellent knowledge of gender issues.

3. General and special knowledge:

- Good awareness about issues and barriers facing KMENA women living in the UK .
- An awareness of national policies that relate to gender-based violence, housing and support services
- A knowledge and commitments to equal opportunities and an awareness of their impact on service delivery
- Knowledge of relevant legislation relating to gender violence, housing and welfare benefits

4. Skills and abilities

- Ability to communicate clearly verbally and in writing including producing reports
- Ability to review and evaluate services and service performance including performance against service target
- Ability to liaise and negotiate with other agencies, funders, staff, and service users
- Ability to set up working relationships/projects with other organisations
- Ability to make presentations and communicate with groups
- Ability to work on own initiative prioritising workloads and meeting targets /deadlines
- Ability to work as part of a team
- Ability to work with IT systems

5. Any additional factors

- Have a positive, solution-focused attitude to complex situations
- Have patience and calm manner in dealing with people
- Willingness to continue further training and personal development