



VAWG Advice and Case Worker

JOB DESCRIPTION

JOB DETAILS:

Job Title:	VAWG Advice and Advocacy Case Worker in at least one of the Community languages (Arabic, Kurdish Sorani and Farsi)
Duration:	Fixed contract for 12 Months – subject to extension
Hours:	Full time (part-time can be considered too)
Location:	Caxton House, 129 St John's Way, London N19 3RQ
Report to:	VAWG Services Manager
Salary:	27K per annum/ pro-rata for part-time
Holidays:	25 days + Public Holidays/ pro-rata for part-time

Aims of the Position:

To provide specialist and culturally competent support in mother tongue and 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, Forced Marriage, Female Genital Mutilation and the so-called Honour-Based Abuse (Harmful Practices). To meet women's needs through provisions of information, advice, and advocacy case work, as well as signposting and referrals to appropriate services.

Main Duties

- To receive initial referrals, identify and assess the needs of service users in accordance with KMEWO's Policies & Procedures for efficient and timely responses to their issues.
- To offer information, advice, and intersectional advocacy to KMENA women and girls who are affected by domestic Abuse and Harmful Practices.
- To carry out comprehensive risk assessments and draw safety plans for service users supporting them to access safe accommodation/refuge and referring them to specialist agencies if needed.
- To maintain accurate and up to date records, files, and case notes in accordance with KMEWO's policies and procedures.

- To gather statistics and data for monitoring and evaluation purposes, providing reports as required.
- To ensure that service users can access interpreting services when required.
- 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 be updated of developments and legislation around issues affecting service users.
- To develop skills by undertaking relevant training and self-development for a better understanding of issues faced by service users (Domestic Abuse and Harmful Practices)
- To comply with Aims and Values of KMEWO and its Equal Opportunities policy.
- To ensure the framework of quality standards set down by KMEWO and local authorities are maintained.
- To work with the VAWG Services Manager in developing Quality Systems to deliver service standards and improve on service performance.

General:

- To undertake own administration.
- To participate in external meetings, forums, etc. as appropriate
- To attend staff meetings, case review meetings, staff trainings and supervision / appraisals as required
- To liaise with external agencies 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 the Line Manager or the Director of KMEWO.

PERSON SPECIFICATION

Relevant experience:

- Proficiency in English and one (or more) community languages (Arabic, Kurdish and Farsi), both in writing and verbally.
- Experience in working within a community-based service.
- 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 Violence Against Women and Girls will be highly desired).
- Experience in casework, case files recording and monitoring tools.
- Experience of providing support to people with complex needs.

- Good awareness about issues and barriers facing KMENA women living in the UK.
- Awareness of national policies relating to gender-based violence, housing and support services.

Skills and abilities

- Being a good and efficient communicator in written and verbal English and or community language
- Ability to review and evaluate services including performance against service target.
- Ability to set up professional relationships with other organisations.
- Ability to work on own initiative prioritising workloads and meeting targets /deadlines.
- Ability to work as part of a team.
- Ability to use IT systems (Microsoft Office) and databases.
- Ability to represent the organisation in meetings, networking and forums.
- Planning, project management and organisational skills
- 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.