## Role information

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| Job Title: | Domestic Abuse Complex needs caseworker | Travel Required: | Travel Required |
| Location: | Lanchard House  Victoria Street  West Bromwich  B70 8HY | Position Type: | 30 hrs per week |
| Service area: | Accommodation Services | Level/Salary Range: | £23.997 per annum, pro rota for 30hrs pw |
| Responsible to: | Head of Domestic abuse Accommodation services | Working Hours | 30hrs pw.on a rota basis over 7 days  15 month fixed term contract funded through MHCLG |
| Special Conditions | | | |
| Due to the nature of the work, this post has a genuine occupational requirement to be open to females only and is exempt under the Equality Act 2010 pursuant to Schedule 9, Part 1  Evenings and weekends | | | |
| Job Brief | | | |
| The Domestic Abuse Complex Needs caseworker will work within accommodation services to provide a safe and empowering environment for women escaping domestic abuse, across the refuge provision.  You will be responsible for implementing a range of interventions and support measures as part of an integrated package of health, therapeutic and social support to women experiencing domestic abuse with additional complex needs. | | | |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for.  The Domestic Abuse complex needs caseworker must possess the skills and commitment to challenge abuse and violence within our society acknowledging that victims are faced with many barriers to living free from violence and abuse. Victims of violence are at the heart of everything we do.  BCWA listens, supports and cares |
| Commitment to safeguarding | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |

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| **Main purpose** | |
| 1 | To work intensely with a small caseload and provide targeted interventions in line with the quality assessment framework and women’s aid standards, with the aim of bringing about real improvements for women and their families who have experienced domestic abuse and have complex needs. |
| 2 | To keep abreast of developments, legislation and best practice relating to the Domestic Abuse agenda |
| 3 | To understand the multi-agency partnership structures and work within a multi-agency setting including participation at MARAC, ODOC, Locally based perp programmes |
| 4 | To understand pathways in accessing statutory and voluntary services to maximize support for women and their families. |
| 5 | To ensure that all women have appropriate individual support plans, risk assessment and Action plans which are regularly monitored and reviewed and achieve positive measurable outcomes |
| 6 | To provide a service that upholds best safeguarding practice in relation to children and adults at risk. |
| 7 | To liaise with appropriate services and act as a point of contact. |
| 8 | To provide assertive engagement, including trauma informed approach, working pro-actively with women to promote on-going engagement. |
| 9 | To offer evidence based interventions and therapies to support women with complex needs who require specialist support |
| 10 | Work to address identified gaps in provision locally in the context of those fleeing violence and requiring additional support with complex needs, e.g. mental health, self-harm, drugs and alcohol issues |
| 11 | The work as an integral member of the accommodations team contributing to the skills of the existing workforce to enhance the service provision for women and families who face additional barriers. |
| 12 | To contribute to the development of improved joint working protocols between agencies in the locality. |
| 13 | To adopt agreed MHCLG monitoring which includes mapping a service user’s journey and case management systems and keep appropriate casework and administrative records. |
| 14 | To ensure that high quality services are maintained by being accountable to Head of domestic abuse accommodation services. |
| 15 | To participate in partnership meetings as requested by the Head of Service. |
| 16 | To undertake other tasks within the context of the post that can be reasonably required by the Head of Accommodation Service. |

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| **Principle Duties** | |
| 1 | To escalate and de-escalate risk appropriately and communicate effectively with multi-agency teams |
| 2 | To develop and deliver safety focused individual support and risk management plan |
| 3 | To deliver evidence-based interventions to women, both on a one to one and group basis. |
| 4 | To ensure the wider organisation understands the role and function of the Domestic Abuse complex needs caseworker |
| 6 | To be fully compliant and remain up to date with BCWA’s policies and Case Management procedures and uphold standards of best practice. To remain up to date and compliant with local and regional operational protocols and national legislation and emerging evidence. |

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| **General Duties** | |
| 1 | To be compliant with data protection principles and GDPR |
| 2 | To develop, maintain and represent positive, collaborative working relationships with all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 3 | To attend all meetings or training as requested by the Head of Service. To attend supervision sessions and clinical supervision. |
| 4 | To participate in BCWA performance management processes providing robust outcomes and evaluation reports on progress within the role. |

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| **Governance** | |
| 1 | To attend team meetings and make contributions and keep the senior leadership team up to date with the work carried out |
| 2 | To keep monitoring and statistical information up to date and contribute to reports |
| 3 | To lead the development, implementation & evaluation of strategic plans, business plans for the accommodation services. |
| 4 | To participate in developing partnerships and networks within and beyond BCWA. This will include the preparation and presentation of reports and plans. |
| 5 | To ensure that all service development internally and externally is modelled on good practice. |

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| **Safeguarding** | |
| 1. | To ensure that safeguarding policies and procedures are adhered to at all times |

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| **Important information** | |
| 1 | This job description will be subject to review as part of the annual appraisal process. The post holder will be expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting then welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Executive Director may feel necessary from time to time |

# Person Specification

The Person Specification is supplementary information to the job description and lists essential and desirable criteria for the post. It should:

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| **Knowledge: You are required to:** | |
| 1 | Have a commitment to the work and philosophy of BCWA and to supporting women and children who have experienced domestic and sexual violence. |
| 2 | Have an understanding of support mechanisms required when dealing with women who may require treatment in respect to drug and alcohol use and the potential barriers that there may be in accessing treatment |
| 3 | Have knowledge of the dynamics and impact of domestic and sexual violence and their effects on women and children |
| 4 | Understand child protection issues, and the legal responsibilities surrounding these issues. |
| 5 | Understand the principles of programme facilitation for adults. |
| 6 | Understand the remits and resources of relevant statutory bodies and voluntary agencies. |
| 7 | Understand and be committed to equal opportunities and diversity issues in policy and practice. |

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| **Experience** :**You are required to have experience of:** | |
| 1 | Working with vulnerable people. |
| 2 | Delivering group programmes and one to one support work. |
| 3 | Managing a caseload. |
| 4 | Working within a multi-agency and legislative framework. |
| 5 | Experience of delivering evidence-based interventions |
| 6 | Direct experience of delivering one to one support to adults from diverse backgrounds and with mixed abilities who have alcohol and substance misuse needs and mental health needs. |
| 7 | Experience of working in an evidence-based outcomes-focussed framework. |
| 8 | Working within a tendered/formally contracted/commissioned arrangement (desirable) |

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| **Skills/ and abilities: You are required to:** | |
| 1 | Have computer literacy skills and have some experience of working with databases. |
| 2 | Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals. |
| 3 | Have strong crisis management skills and the ability to deal with stressful and difficult situations. |
| **Qualifications and Experience: You are required to:** | |
| 1 | Hold an NVQ Level 3 in relevant subject working with adults or children, or a relevant degree, or demonstrable equivalent experience, or a vocational qualification. |
| 2 | Hold an Adult learning qualification eg PTLLS (desirable) |
| **Character and Personal qualities: You will be required to:** | |
| 1 | Be compassionate and empathetic with service user’s situations. |
| 2 | Show initiative and be proactive when delivering programmes and interacting with service users and agencies you’re working with. |
| 3 | Act with integrity and respect when working with all clients, agencies and individuals. |
| 4 | Work flexibly as part of a team. |
| 5 | Be able to challenge appropriately and effectively where necessary. |
| 6 | Be optimistic about the possibility of personal growth and change. |
| 7 | Motivate individuals and agencies to move through courses of action and decision making processes. |

# Version control and Sign off

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| Job Description produced by: | Chereene Love | Date Produced | 01/05/2019 |