## Role information

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| Job Title: | Independent Stalking Advocacy Caseworker (ISAC) | Travel Required: | Travel across West MidlandsCar ( preferable ) |
| Location: | Travel across West Midlands with primary focus on Walsall/ Wolverhampton | Position Type: | Frontline worker |
| Service area: | Stalking Service | Level/Salary Range: | £19,968.96 full time |
| Responsible to: | Head of Stalking Services | Working Hours | 9.00am – 5.00pm Monday - Friday 37.5 hours per week |
| Special Conditions |
| Mileage and parking allowance (if appropriate)Out of hours work may be required on occasions |
| Job Brief |
| Black Country Women’s Aid Stalking Service is a special assessment service to support victims of stalking across the West Midlands area covering Birmingham, Coventry and the Black Country. The service is part of an integrated abuse service providing support to victims of abuse. This is a both a challenging and rewarding role, using evidence based methods in order to identify risk and stalking typology. The service provides advocacy, support, safety planning and guidance to those experiencing stalking behavior. Stalking is categorized as fixated, obsessive unwanted and repetitive behavior that creates alarm, fear and distress or fear of violence.BCWA is looking for someone who can demonstrate empathy and a non-judgmental approach to those experiencing the persistent psychological impacts of this crime and able to address the issues of frustration this may create. As well as someone who can work in a fast paced and dynamic environment, they will be able to engage in adaptive risk analysis and management. The successful candidate will be able to demonstrate they have a sound knowledge of abuse dynamics and its motivating factors in order to understand the complexities of the cases they will be expected to manage.This role requires someone who has experience of frontline working and an understanding of the challenges that managing a caseload entails. You will be required to be skilled and experienced with Microsoft Word Excel, PowerPoint and a competent user of data base systems enabling you to keep timely documentation and case notes that provide a clear picture of the client’s journey through our service. Any additional IT knowledge would be beneficial due to the nature of digital stalking, however training can be given upon induction so this is not a requirement. The successful candidate will be required to have excellent communication skills to engage with both service users, professional agencies, partners and police. You will have the ability to work as part of the team of other ISAC’s, the wider Women’s Aid team, but also feel confident to lone work. You will be responsible for all aspects of case management including risk and needs assessments, support and safety planning and attending meetings providing the victims voice and working collaboratively with other supporting agencies.  |

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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 (position) must possess the leadership, 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  | BCWA is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to respond to the needs and interests of children and families. BCWA expects all staff to have a clear understanding and comply with the  organisation’s safeguarding policies and procedures at all times , and to  work effectively with  partner agencies to  safeguard  adults, children and families. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** |
| 1  | To be responsible for delivery and implementation of professional services that incorporate supportive and preventative strategies to equip service users/ victims/ survivors to keep them safe and free from abuse |
| 2 | To be compliant with GDPR procedures and principles |
| 3 | To develop innovative ways of working with children and young victims of interpersonal violence based on good practice and evidence based research. |
| 3 | To be an active participant of the organisational strategic plan taking an active role in developing The Children and Young People Service plan to meet overall objectives; |
| 4 | To represent the organisation positively contributing to local, regional and national strategy and events; |
| 5 | Work with senior employees to prepare services for externally assessed quality standards; |
| 6 | To contribute to the development of a culture and systems that promote equality and value diversity; |
| 7 | To ensure that Children and Young People service offer is integrated internally and externally; |
| 8 | To work within the aims and objectives Black Country Women’s Aid. |

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| **Governance**  |
| 1  | Reporting the Stalking services manager as required, attending relevant meetings. |
| 2 | A requirement to keep accurate information and statistical data up to date in line with BCWA policies and procedures.  |
| 3 | To ensure effective communication across all services and to inform the Service Manager of any issues that may affect the effective delivery of the service.  |
| 4 | To ensure the implementation and compliant of BCWA policies and procedures across the stalking and other abuse services  |
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| **Principle Duties** |
| 1  |  To have an excellent overview of abuse dynamics, including stalking, intimate partner abuse, sexual violence, coercive and controlling behaviors and to recognize escalating and trigger factors.  |
| 2 | To be compliant with GDPR procedures and principles.  |
| 3 | To work with senior employees in order to prepare services for externally assessed quality standards. |
| 4 | To work within the aims and objectives of Black Country Women’s Aid.  |
| 5 | To have the ability to work within an framework of line management structure, seek guidance and support when required  |
| 6 | Evidence the ability to remain calm in crisis and be resilience whilst under a pressure, remaining calm and optimistic.  |
| 7 | Evidence to ability to use Microsoft office (word, excel, outlook) and the internet  |
| 8 | Ability to drive and possession of a clean driving license  |

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| **General Duties** |
| 1  | To ensure that all work is compliant with BCWA GDPR and Information Security policy and procedures. |
| 2 | 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. |
| 3 | 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. |
| 4 | To attend all meetings or training as required, attend monthly supervision sessions, and appraisals.  |
| 5 | To participate in BCWA performance management processes providing robust outcomes and evaluation reports on progress within the role. To participate in target setting within the role and work to established targets.  |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with** |
| 1  | \*\*All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions. |
| 2 | You are responsible to ensure children and young people you work with are safeguarded, this includes following BCWA safeguarding policies and procedures and feeding any concerns into your line manager or designated safeguarding lead  |

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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 |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

# Person Specification

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| **Qualifications and Experience: You are required to:**  |
| 1 | Relevant previous or current employment and experience  |
| 2 | Experience of working with vulnerable adults and young people  |
| 3 | Experience of working with victims of abuse  |
| 4 | Proven experience of providing direct emotional and practical support. |
| 5 | Experience of working in community and multi-agency environments  |
| 6 | Experience of managing caseloads of vulnerable individuals  |
| 7 | Experience of complex case work, including issues of trauma, mental health substance misuse.  |
| 8 | Proven experience of safeguarding children and vulnerable adults  |
| 9 | Experience of client advocacy and to be able to professional challenge in order that the voice of the victim can be heard. |
| 10 | Experience of speaking to multi agency groups in order to promote the service  |
| 11 | Experience of making multi agency referrals and preparation of written reports for conferences or Multi agency meeting  |
| 12 | Experience of attending multi – agency meetings. |
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| **Knowledge: You are required to:**  |
| 1 | Required to triage referrals for the service which will involve information gathering in regards to the victim/ perpetrator and their circumstances  |
| 2 | Have an understanding of working proactive around risk assessment understanding the dynamic of abuse  |
| 3 | Excellent understanding of the civil and criminal justice system in order to advise or signpost the client appropriately  |
| 4 | Designated responsibility for Information security policy and procedure  |
| 5 | Work with the organizations health and safety. Lone working. Information sharing and safeguarding arrangements.  |

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| **Skills/ and abilities: You are required to:**  |
| 1 | Be committed to the work and the philosophy of Black Country Women’s Aid.  |
| 2 | Have up to date knowledge of stalking legislation  |
| 3 | The ability to build trusting and supportive relationships with the service users whose cases you will manage. |
| 4 | Be able to take responsibility for own actions and an ability to be self-reflective in order to continue to improve own practice.  |
| 5 | Ability to provide non-judgmental, non-directive and confidential support  |
| 6 | Understand the complexities of safety planning with client experiencing stalking behaviours |
| 7 | Good social media and digital knowledge to assist in safety planning  |
| 8 | Be calm and resilience under pressure  |
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| **Character and Personal qualities: You will be required to:**  |
| 1 | Empathy and understanding  |
| 2 | A clear understanding of how gender, social, economic, race, cultural,linguistic, religious and sexual orientation issues may impact peoples lives  |
| 3 | Confident, assertive and resilience individual committed to supporting people to achieve their potential. |
| 4 | High level of self motivation and integrity with the ability to think creatively with a ‘can do’ attitude that can inspire others  |
| 5 | Be organised and efficient and can manage taks in an effectively timely matter.  |
| 6 | Confident to to challenge oppressive practice in a constructive and solution focused way  |
| **Other Requirements: You will be required to:**  |
| 1 | Have a current driving license (this preferable but non car drivers will be considered) |
| 2 | Be eligible to work in the UK  |
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# Version control and Sign off

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| Job Description produced by:  |  Lorraine Garratley | Date Produced | 17/12/19 |
| Job Description reviewed by: |  | Date reviewed  |  |
| Job Description approved by: |  | Date Approved  |  |