## Role information

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| Job title: | Independent Stalking Advocacy Caseworker (ISAC) | Travel required: | Travel required |
| Location: | Covering Birmingham  Will be based at Walsall/West Bromwich office. | Position type: | Frontline support to victims of violence and abuse |
| Service area: | Stalking Support Service | Salary: | £19,968 |
| Responsible to: | Stalking Support Service Manager | Working hours: | 37.5 hours  Monday-Friday 9am-5pm (7.5 hours per day) |

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| Additional requirements | Organisational benefits |
| * May require some work outside of normal office hours * Full driving license with willingness to use own vehicle * DBS check to be undertaken * Eligibility to work in the UK * Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female * The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director, such a group work and presentations * This job description will be subject to review as part of the annual appraisal process | * Mileage allowance * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 22 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service * Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days * Bi-annual staff away days * Regular internal newsletter created by staff * Time off in lieu (TOIL) when overtime is required * 5% employer contribution to pension |

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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience. **Our Stalking Support Service**  BCWA offers a specialist stalking and harassment advisory and support service across the West Midlands area, covering Birmingham, Solihull, Coventry and the Black Country. We provide emotional and practical support, safety advice and advocacy through the criminal justice system within a multiagency framework to ensure that victims of stalking feel supported and empowered. Stalking is categorized as fixated, obsessive unwanted and repetitive behavior that creates alarm, fear and distress or fear of violence. Stalking can be perpetrated by anyone and we support both male and female victims from the age of 16 upwards.  **The Independent Stalking Advocacy Caseworker (ISAC) Job Role**  Our specialist ISACs support victims of stalking using evidence based methods in order to identify risk, stalking typology and support needs. They provide practical guidance and safety advice to those experiencing elements of harassment and stalking, referring to relevant agencies when required and participating in the Multi-agency Risk Assessment Conference (MARAC) process. ISACs may also assist with awareness raising campaigns, training and events.  The post holder will demonstrate empathy and a non-judgmental approach to those experiencing the persistent psychological impacts of this crime and will be able to address the issues of frustration this may create. This role requires someone who has experience of frontline working and an understanding of the challenges that managing a caseload entails. |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.  The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. 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 vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.  Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.  All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions. |
| Equality and diversity | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.  BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service. |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data.  All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** | |
| 1 | Triage referrals for the service by gathering relevant information in regards to the victim, the perpetrator and their circumstances. |
| 2 | Identify and assess the risks and needs of stalking victims using an evidence based risk identification tool, the Stalking Risk Profile and a client-led approach. |
| 3 | Recognise, respect and address the needs of clients who face particular barriers when seeking help to access the advocacy service, including those from hard to reach groups. |
| 4 | Provide direct casework support, safety planning and practical advice to victims of stalking through telephone contact and face to face meetings. |
| 5 | Support the empowerment of the client and assist them in recognising the features and dynamics of stalking present in their situation, in order to help them regain control of their lives. |
| 6 | Work with victims of stalking to help them access services to keep them, their children and ‘secondary’ victims safe. |
| 7 | Refer to, advise and joint work with the other internal and external services, such as the Independent Domestic Violence Advisors (IDVAs), when additional needs are identified or guidance is required. |
| 8 | Refer clients and their children into relevant safeguarding hubs as appropriate, including the Multi-Agency Safeguarding Hub (MASH) and the Multi-Agency Risk Assessment Conference (MARAC). |
| 9 | Participate in multi-agency networks and meetings, such as child protection conferences and MARAC, presenting update reports, supporting effective risk management strategies and advocating for the victim, whilst maintaining good communications with other professionals involved. |
| 10 | Attend criminal court with clients when required, so that they feel supported and are aware of the process. Draft restraining orders where necessary or supporting clients through the civil court process. |
| 11 | Assist with awareness raising campaigns by delivering training, awareness presentations and attending events to promote the service. |
| 12 | Ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the manager. |
| 13 | Record case work accurately and ensure the administration of caseload is always up to date. |

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| **General Duties** | |
| 1 | Involve and encourage service user feedback and consultation in all aspects of the service. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and 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 team meetings and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role. |
| 6 | Reporting to the service manager in line with the contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 9 | To develop innovative ways of working with victims of abuse based on good practice and evidence based research. |
| 10 | To support students, volunteers and apprentices as required. |
| 11 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 12 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | | Essential Criteria | Desirable Criteria | How Measured   * A – application * I – interview * T – test * R – references * E – evidence (ID, certificates) |
| 1 | Minimum level 3 qualification in a related field.  GCSEs English and Mathematics – Grade C or above | x |  | A, E |
| 2 | Relevant previous or current employment/ work experience. |  | x | A, I |
| 3 | Experience of working with vulnerable adults and children, acknowledging safeguarding concerns and responding appropriately. | x |  | A, I |
| 4 | Experience of working with victims of abuse in a professional capacity. |  | x | A, I |
| 5 | Experience of managing a caseload of vulnerable individuals. | x |  | A, I |
| 6 | Experience of managing complex casework, including issues such as child abuse, mental health, substance abuse, working with trauma in adults and children and crisis intervention. | x |  | A, I |
| 7 | Experience of working/liaising within a multiagency setting with a range of stakeholders and representing clients/organization at external meetings. |  | x | A, I |
| 8 | Experience of preparing accurate reports for formal settings such as, case conferences or similar proceedings. |  | x | A, I |

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| Knowledge | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have knowledge of the indicators and dynamics of stalking and harassment, including barriers to accessing services and seeking help. |  | X | A, I |
| 2 | Understand the principles of risk assessment, safety planning and risk management for victims of abuse and their children. | X |  | I |
| 3 | Have knowledge of complex needs, including problematic substance use, mental health issues and harm reducing interventions. | X |  | I |
| 4 | Have knowledge of access to public funds and other entitlements relevant to this client group. |  | x | I |
| 5 | Understanding of motivational interviewing. | x |  | I |
| 6 | Understanding of trauma informed approaches. | x |  | A, I |
| 7 | Knowledge of the Violence Against Women and Girls Strategy and the gendered nature of violence. | x |  | I |
| 8 | Have knowledge of relevant legislation and good practice requirements, particularly in safeguarding children and adults and cultural diversity. | X |  | I |
| 9 | Have knowledge of civil and criminal justice remedies for victims of stalking and/or domestic abuse and their children. |  | X | I |
| 10 | Have knowledge and experience of applying health and safety, GDPR compliance and management. | x |  | I |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Demonstrable ability to use Microsoft Office (Word, Excel, Outlook, Access, Teams) and other virtual platforms. | X |  | A |
| 2 | Evidence of the ability to build and develop supportive relationships with victims of stalking and abuse, showing sensitivity for others’ viewpoints and valuing diversity. |  | X | I |
| 3 | Ability to communicate effectively with and advocate for vulnerable people, particularly those faced with barriers to accessing support, including language, cultural and other barriers. |  | X | I |
| 4 | Work in a person-centred way to undertake one to one work, including aspects such as confidentiality, the impact of stalking and safety planning. |  | X | I |
| 5 | Ability to use evidence based techniques, such as motivational interviewing, to engage with victims and stakeholders, helping them to make informed decisions, take control of their lives and set realistic objectives and goals. | X |  | A, I |
| 6 | Evidence of the ability to communicate effectively, build and develop relationships with partner agencies through telephone, face to face and written reports. Able to challenge partners effectively and appropriately when required. | X |  | A, I |
| 7 | Excellent verbal and written communication skills, including concise report writing and presenting at multi-agency meetings. | X |  | A, I |
| 8 | Ability to hold and manage a caseload and work to timescales (using a SMART approach). |  | X | I |
| 9 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | X |  | I |
| 10 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | X |  | I |
| 11 | Maintain professional boundaries and know when to seek management guidance and support when required. | X |  | I |

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| Personal Attributes | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives. | X |  | I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion. |  | X | A, I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse. | X |  | A, I |
| 4 | Organised, proactive and consistent delivery of work. |  | X | A, I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others. | X |  | I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work. | X |  | I |

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| Other Requirements | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle. |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required. |  | X | A, I |
| 3 | Eligible to work in the UK. | x |  | E |

# Version control and Sign off

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| Job description produced by: | Jas Adkins  Project Officer | Date Produced | 02/07/2021 |
| Job description reviewed and approved by: | Carol Kelly | Date Approved | 05/07/2021 |