



Job title:	Domestic and Sexual Abuse Caseworker
Location:	Voice Northamptonshire
Reporting to:	Introductions and Case Management Team Leader
Salary Scale:	5 – (21,999-24,030)
Hours of Work:	37

1. Purpose of the job

To deliver frontline services to victims of both domestic abuse and sexual abuse within Northamptonshire

2. Main duties

- Manage a caseload of victims of domestic abuse and sexual abuse, directly through initial contact, risk assessment, 1:1 support, and indirectly through onward referral to IDVA or ISVA services, other agencies and volunteers.
- Undertake face to face emotional support and provide advice, information and advocacy.
- To risk assess clients and report in line with Voice for Victims and Witnesses policy and procedures.
- To work closely with other Domestic Abuse and Sexual Abuse agencies to deliver the best possible outcome for victims.
- To work with multi-agency partnerships with local agencies whose services victims may require, such as housing, social services and health providers.
- Work with partners to develop personalised action plans for victims and ensure delivery against these plans through regular monitoring and feedback.
- Attend MARAC meetings when required on behalf of Voice for Victims and Witnesses.
- Support volunteers by providing advice and information on Domestic Abuse or Sexual Abuse issues and cases.
- Maintain appropriate and professional boundaries at all times.
- Keep and maintain accurate and confidential records - contribute to monitoring information as required by Voice for Victims and Witnesses and observe information sharing protocols as necessary.

- Keep up to date with legislation, policy and Government initiatives.
- Ensure that the experiences of service-users and other agencies inform the development and delivery of services through Service User Surveys and keeping accurate data and statistics.
- Attend meetings when required on behalf of Voice for Victims and Witnesses.
- To make outgoing introductory calls to the service when needed to meet minimum key performance indicators (KPI's), and to risk assess them as necessary.
- To onward refer cases for support where those specific needs are identified or provide immediate emotional support as required.

3. Generic responsibilities

- Manage personal resources and own professional development
- Ensure all duties are carried out in a manner which promotes Voice for Victims and Witnesses equality and diversity policies
- Undertake other duties or activities as required
- Promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required
- Comply with Voice for Victims and Witnesses Agile Working Policy and Procedure
- It is essential that information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons and without the consent of the service user
- Ensure all information is maintained in accordance with the Data Protection Act

4. Travel

- Required to travel across Northamptonshire to deliver job responsibilities and develop capabilities in the role.

5. Unsocial Hours

- Some unsociable working hours required at times to deliver an accessible service
- Requirement to fit into an existing shift pattern with other members of staff, working hours between 8am-8pm weekdays and 9-5 on Saturday

6. Training

- Any professional qualification funded by Voice for Victims and Witnesses will be managed under its Special Leave Policy.

This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

Person specification

Job Title: Domestic and Sexual Abuse Caseworker

Department: Voice Northamptonshire

Experience and Knowledge

- Experience of direct service delivery to victims of domestic abuse and sexual abuse and those effected by domestic abuse and sexual abuse, including face-to-face support
- Experience of working within a multi-agency setting.
- Experience of using CAADA(SafeLives)/DASH risk and needs assessment frameworks **(E)**
- Experience of advocacy with other agencies, attending domestic abuse or sexual abuse meetings and case work
- Knowledge of the impact of domestic abuse and sexual abuse on victims.
- Knowledge of the role of statutory agencies including the criminal justice system and social care agencies in supporting victims of domestic abuse and sexual abuse.
- Knowledge of safeguarding issues and legal responsibilities **(E)**
- Knowledge of data protection, confidentiality and information sharing.
- Excellent understanding of, and commitment to, the promotion of Equality, Diversity and Inclusion.

Skills and abilities

- Proven ability in supporting people in vulnerable circumstances especially domestic abuse and sexual abuse.
- Proven ability in coping with and responding to the stress and distress of victims.
- Demonstrate a good awareness of the impact of crime on victims of domestic abuse and sexual abuse, including the impact on their children.
- Proven ability to plan, prioritise and organise work load **(E)**
- Proven ability to self-manage a demanding caseload
- Proven ability to use various software packages including Word and Excel
- Proven ability in keeping accurate records and statistics in a form which is accessible and useful to funders and the local senior management team **(E)**
- Proven ability in working collaboratively with statutory and voluntary partners **(E)**
- Proven ability in balancing competing needs and interests
- Proven ability influencing others using effective negotiation
- Effective communication, using written and verbal skills
- Proven ability in working pro-actively and as part of a wider, diverse team
- Proven ability in promoting an organisation's interests and values
- Proven ability in maintaining professional boundaries.
- Proven ability in developing and giving presentations
- Proven ability in writing reports

(E) = Essential shortlisting criteria

This list of tasks is not exhaustive and will be reviewed from time to time in discussion with the post holder