



## Role Description

### Domestic Abuse Caseworker

#### Key Information

**Title:** Domestic Abuse Caseworker

**Responsible to:** Centre Manager

**Main Purpose of role:** To provide advocacy and practical support to survivors of domestic abuse.

**Salary:** £13.90 p/h

**Hours:** Full time, Mon- Fri. (part time working will be considered no less than 4 days per week)

**Location:** This role is predominantly based at Hillingdon Women's Centre, but there is flexibility to work from home depending on caseload needs

**Contract Type:** Permanent

#### Summary

Hillingdon Women's Centre is 100% led by and for women. We are feminists, passionate about championing social justice, challenging inequality and offering services that directly impact women's lives in Hillingdon and surrounding boroughs. We are seeking applications for the position of Domestic Abuse Caseworker, dedicated to assisting women aged 18+ seeking support for Domestic Abuse.

As part of our work, we provide comprehensive support services for victims and survivors of Domestic Abuse (DA) in Hillingdon. Our Specialist DA service offers personalised one-to-one support through dedicated Caseworkers. These Caseworkers conduct assessments to establish risk and well-being levels using the DASH SafeLives checklist and Empowerment Star assessment. They collaborate with the service user to develop a personalised safety plan, offering critical safety advice, assistance with accessing accommodation, referrals for legal advice, and connections to other statutory agencies, including the local authority, police, MARAC team, and mental health services. The role of the Caseworker is to inform women of their rights and options, empowering them to make informed decisions. This includes providing practical advice, dispelling myths, developing action plans, and offering longer-term support post-separation. The successful candidate will also be required to support the delivery of our Pathways to Healing DA recovery programme.

The successful candidate will be an experienced VAWG professional with a background in providing trauma-informed support to survivors of Domestic Abuse or other forms of Gender-Based Violence (GBV). They must be passionate about ending Violence Against Women and Girls (VAWG) and have strong experience in offering individualised practical advice, support, and advocacy to survivors. You will be joining a team of two other DA Caseworkers, so working collaboratively to support the outcomes of our service users will be necessary.

\*This role is open to women only as an Occupational Requirement as a single sex space in line with the Equality Act 2010.

\*\*We are unable to provide visa sponsorship

## Job Description

- Provide practical advice and emotional support for women who have experienced or are experiencing Domestic Abuse or other forms of Gender-Based Violence (GBV)
- Managing a caseload of service users, prioritising your workload, maintaining accurate, detailed case notes and completing all agreed actions within a timely manner
- Providing support in an approachable, flexible, and caring manner is essential, demonstrating empathy and understanding of the impact that trauma can have on survivors.
- Undertake an initial and ongoing review of risk and needs assessments and develop individual support and risk management plans that address the risk of harm to survivors of abuse and ensure that such plans are in place for each service user.
- Advocating on behalf of women to multi-agency services to ensure support, protection and choice for the women you support - recognising, respecting and addressing the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBTQ+ communities, disabled people and women with complex needs.
- Ensuring that survivors are aware of their rights to legal protection, arranging for the provision of legal advice as required.
- Liaising with statutory agencies such as the Police, Home Office, Social Services, GPs, MH teams and other support agencies working with survivors of abuse.
- Participating in MARAC to advocate for survivors and ensure their needs are met.
- Signposting and/or referring service users, where necessary, to appropriate support and information and working with reputable interpreters to provide accessible support to women with limited English
- Ensuring the safety of survivors and children by working within local safeguarding policies.
- Supporting survivors through the criminal and civil justice process from report to court.
- Support in the delivery of Pathways to Healing 6 week DA recovery programme to survivors of abuse
- Working with the wider DA Caseworker team to develop strategies to improve outcomes for all women accessing our services, including during case reviews and strategy meetings
- Use of STAR Empowerment Outcomes Tool to measure the journey of the women who access your support, following strict timescales to ensure all monitoring information is completed in the agreed timeframe
- Working within strict Data Protection regulations and Confidentiality guidelines.
- Contribute to the collection of service outcomes by identifying and using clear targets and monitoring systems to provide evidence that outcomes are met.
- Creating links with community groups and the voluntary sector.
- Participate in local VAWG forums and community engagement activities and represent Hillingdon Women's Centre in events related to the Women's sector.
- Assisting with other tasks to ensure the centre's smooth running.

## Person Specification

This person specification sets out the minimum qualities we seek for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

CRITERIA	ESSENTIAL	DESIRABLE
<b>SEX</b>	<ul style="list-style-type: none"> <li>Female</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Minimum of 2 years frontline experience of working with victim/survivors of domestic abuse including conducting risk assessments</li> <li>A comprehensive understanding of the impacts of domestic abuse</li> <li>Strong understanding of practical, emotional, social and economic barriers affecting survivors of domestic abuse.</li> <li>Professional experience of working with vulnerable groups, providing advocacy and practical support</li> <li>Experience in identifying and responding to the risks and needs of survivors of domestic violence and other forms of violence and abuse</li> <li>Maintaining accurate and complete computer-based case records</li> <li>Developing action plans in partnership with service users</li> </ul>	<ul style="list-style-type: none"> <li>Experience and knowledge of trauma and delivering DA recovery programmes</li> </ul>
<b>SKILLS AND ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>Up-to-date knowledge of legislation relating to survivors of domestic violence and other forms of violence and abuse</li> <li>Strong and demonstrable understanding of the barriers and challenges women from Black, Asian and minoritised communities experience when accessing DA-related support</li> <li>Ability to manage workload with strong time management skills independently.</li> <li>Excellent communication and listening skills</li> <li>Excellent written and verbal communication skills</li> <li>Strong computer literacy. Strong proficiency using Google Workspace, Microsoft Office and CRM systems i.e charity log, Oasis, Star (etc)</li> <li>Strong interpersonal skills and the ability to relate to a wide range of individuals.</li> </ul>	<ul style="list-style-type: none"> <li>Speaks additional languages</li> <li>Ability to develop networks and maintain professional boundaries</li> </ul>
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>Service user-focused</li> <li>Empathy, patience and respect for others</li> <li>High level of integrity and anti-discriminatory practices in all areas of work</li> <li>A positive “can do” attitude, demonstrating initiative and a willingness to go the extra mile</li> <li>Able to take and adhere to direction</li> <li>Drive and enthusiasm for achieving results</li> <li>Attention to detail</li> </ul>	
<b>EDUCATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>Minimum of 5 GCSE’s grade C or above including Mathematics and English Language (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>Graduate or equivalent level of education</li> <li>IDVA qualification</li> </ul>