



## Job Description

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**Job Title: Housing Caseworker**

**Reporting to: Advice Service Manager**

**Salary £25,500-27,500**

**Service: Advice Service**

**Hours: 37.5**

**Location: Pan London (based within Head Office Islington)**

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This job description may change to reflect changing requirements of the role.

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### **The Role**

Providing Pan-London Housing advice and casework support to women (aged 16+) affected by all forms of Violence against Women and Girls (VAWG) , achieving positive outcomes as per funding requirements.

Identifying and developing strong partnerships and links across London voluntary and statutory housing providers to improve housing options for service users.

Expanding knowledge and best practice/ resources around housing and how it relates to VAWG across the Organisation and the Ascent Advice and Counselling strand.

Working as part of the Ascent Advice Team to provide advice on the Ascent Advice line as per rota.

### **Accountabilities**

To deliver excellent standards of housing advice and casework to women who have been affected by all forms of VAWG by:-

- Delivering housing case work ensuring that contract requirements are met, defined service standards are maintained, and compliance with policies and procedures.
- Carrying out face:face support and regular housing advice surgeries for service users.
- Working closely with other teams, Ascent partners and services to develop the service and support pathways
- Ensuring that all processes are in place as per the service requirements
- Positively promoting the Ascent service internally and externally
- Ensuring efficient and effective use of resources
- Identifying housing options and pathways across all of London and acting as a central resource to the Ascent partners and the Organisation.
- Contributing to service user feedback and voice in service delivery and service development
- Ensuring that creative and effective relationships are established with other Solace's teams and external organisations, particularly those which offer a service to our service users.

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- Ensuring that Solace's equal opportunities and diversity policies are implemented across all areas of work
- Being part of the Ascent Advice team and providing advice via the Advice line and participating in the rota as required.
- Carrying out risk assessments, safety planning and agree support plans for women including making assisted referrals to refuges, other housing services, police, emergency services etc.
- Supporting women to achieve positive outcomes as per funding requirements.
- Ensuring the quality of the information and advice given meets the demands of funders, Ascent quality standards, internal and external standards including any quality marks.
- Ensuring all administrative tasks and data requirements are met to the highest standard.
- Providing information as requested by manager in a timely manner.
- Attending staff, team and case review meetings
- Working flexibly as agreed within the team to meet the demands of the service – this may require some early evening work
- Maintaining confidentiality in all matters relating to Solace
- Availing self of training opportunities as agreed with the Advice Service Team Manager
- Positively promote Women's Aid in general and Solace in particular
- Implementing and abiding by all Solace policies and procedures
- Undertaking other related duties that the Senior Management Team and/or Board of Trustees deems appropriate and /or necessary

### Values, Behaviours & Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

### **Knowledge, Experience and Skills**

- Thorough experience of advice/support work
- Experience or understanding of working with women affected by domestic violence
- Experience of communicating clearly, concisely and diplomatically with a range of people/organisations both verbally and in writing
- Strong advocacy skills
- Experience of working in partnership with diverse groups of women and agencies.
- Experience of organising and prioritising a complex workload, working to tight deadlines and being self-servicing
- Knowledge of housing legislation and options for those affected by VAWG.
- A clear understanding of the issues facing women affected by domestic violence
- A clear understanding of the options available to women who experience VAWG including up to date knowledge of housing, welfare benefits, legal protection, protection for children, financial information and immigration.
- A commitment to upholding the policies, procedures and values of SWA and in particular, a commitment to ensuring Equality of Opportunity in all areas of practice and performance
- Good advice giving skills both via telephone and in person
- Ability to work with a range of women, recognising and addressing a wide range of need
- Good analytical and problem solving skills with the ability to identify and prioritise need and translate this into action including the ability to risk assess and safety plan
- Ability to use a variety of IT packages
- Willingness to work flexibly
- Good advice giving skills both via telephone and in person

### **Qualifications**

Housing and VAWG (IDVA/DAPA) qualifications desirable.