



## Job Description

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**Job Title: Advice Caseworker**

**Reporting to: Advice Service Manager**

**Salary Band: 2.1&2.2**

**Service: Advice Service**

**Location: Islington-Head office**

**Hours: Full Time - 37.5 hours per week**

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

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### **The Role**

To provide an effective and efficient advice and casework service to women affected by violence against women and girls (VAWG) who call our advice line or email us, supervise and support volunteers and interns.

### **Accountabilities**

- To provide an effective and efficient advice and casework service to assist women affected by VAWG
- To take initial enquiries and respond effectively in an empathic and empowering way providing information as required
- To cover the Advice Line on a daily basis within the advice team
- To ensure appropriate resources are available to enable you to provide the best possible service to women
- To actively consult with service users to ensure services provided are responsive to need
- To ensure the quality of the information and advice given meets the demands of funders, internal quality measurements and any external quality mark awarded to the service including the CLS Quality Mark
- To ensure that we provide a holistic service within partnership with other organisations
- To ensure effective partnership working with both statutory and voluntary agencies to ensure delivery of a holistic and empowering service
- To work co-operatively with other services, including housing, children's centres, community organisations, CABs etc. to ensure the service is well promoted and referrals are received for women in need
- To comply the partnership agreement within the ASCENT consortium and work closely with ASCENT partners to provide the best service for women
- To provide information and advice to support women in making decisions about their and their children's futures
- To ensure familiarity with all aspects of domestic and sexual violence and be able to provide information to women in a variety of formats including written and verbal

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- To support women in making decisions for themselves and their children in an empowering way
- To carry out Risk Assessments, safety planning and agree support plans for women including making assisted referrals to refuge services, police, emergency housing and counselling
- To carry out Risk Assessments ensuring women at high risk are referred to the Advocacy Service in the boroughs and high risk procedures are followed through, including MARAC
- To work with women to develop a Safety Plan which they are able to use both immediately and in the future
- To positively promote the service
- To ensure the service is responsive to and meets the needs of all women, taking into account a variety of needs including language, culture, disability, sexuality, literacy and mental health
- To ensure interpreters are used in all cases where women need or wish for language support
- To ensure meeting spaces are accessible; a flexible approach to meeting with women with disabilities is expected
- To ensure all women are aware of the service and feel welcomed and confident their needs will be met
- To ensure the smooth running of administrative systems including monitoring and recording of information necessary for organisational and funding returns
- To provide information as requested by the Team Leader (or others) to enable her to make timely Returns to funders and others
- Attend staff, team and case review meetings.

### 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.

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

- Substantial experience of advice/support work relating to Violence against Women and Girls (VAWG)
- 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
- Experience of working with diverse groups of women
- Experience of organising and prioritising a complex workload, working to tight deadlines and being self-servicing
- Preference will be given to candidates with an advice, VAWG, DV or related qualification
- A clear understanding of the issues facing women affected by domestic violence
- A clear understanding of the options available to women who experience sexual and/or domestic violence including up to date knowledge of housing, legal protection, protection for children, financial information including benefits and domestic violence/sexual violence and immigration status
- A commitment to upholding the policies, procedures and values of SOLACE 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 demonstrate empathy and active listening whilst maintaining healthy boundaries
- Ability to use a variety of IT packages
- To keep up to date and comprehensive case files
- Work flexibly and manage multitasking as agreed within the team to meet the demands of the service – this may require some early evening work on a rota basis
- Maintain confidentiality in all matters relating to Solace.

### **Qualifications**

An accredited VAWG /domestic abuse qualification or advice qualification is desirable.