



## Job Description

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**Job Title:** Refuge Caseworker **Reporting to:** Service Manager

**Salary Band:** £22,500-£27,500 per annum dependent on experience and qualifications

**Service:** Barnet Refuges

**Location:** Barnet

**Hours:** 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

You will provide advice and support to women who have experienced domestic abuse. You will carry out risk and needs assessments, develop support plans and joint work with external support services. Applicants should have a minimum of two years' experience of working with this or a similar client group. An in depth understanding of the needs of women and children affected by domestic abuse is essential.

### Accountabilities

- Provide high quality case work support and information to survivor who have experienced domestic abuse/and or sexual violence.
- Advocate on behalf of clients with external agencies.
- Keep and maintain accurate and confidential records of all work undertaken.
- Contribute to service user feedback and voice in service delivery and development.
- Ensure effective implementation of Solaces Equality and Diversity policies.
- Attend regular staff meetings
- Attend Solace Board Meetings as required
- Attend regular supervision sessions with your Line Manager
- Represent Solace as necessary (provision of training etc.)
- Attend relevant training courses as identified during supervision or Appraisal
- Comply with Solace policies and procedures
- Implement at all times the Solace Equality + Diversity Policy and further develop anti-discriminatory practice
- Maintain confidentiality in all matters relating to the organisation
- Take responsibility for health and safety in the refuge including conducting regular checks, reporting repairs and completing accident and incident reports
- Carry out any other duties appropriate to the post as requested by your Line Manager, Chief Executive Officer and/or Board to ensure the smooth running of the organisation

### Values, Behaviours & Competencies



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- **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

- Minimum of 2 years' experience of working with vulnerable individuals.
- Experience of multi-agency partnership working
- Experience of working in a regulated environment, managing risk and following case management procedures to meet the needs of a diverse and vulnerable client group
- In depth understanding of domestic and sexual abuse and its effect on women and children
- A good understanding of confidentiality and professional boundaries
- An understanding of, and commitment to, Equal Opportunities and diversity
- Ability to provide an effective key working service to women affected by domestic abuse
- Effective interpersonal and group work skills
- Ability to prioritise own work plan and work to deadlines
- Ability to operate and maintain basic administrative and financial systems
- Ability to provide accurate reports and record information
- Proficient use of Microsoft Office Packages.

### Qualifications

Minimum Level 3 qualification in related field  
IDVA/ISVA qualification desirable.