

## Job Description

**Job title:** Specialist Caseworker (MARAC/SDVC Lead) - Helpline & Engagement Service

**Scale:** £24,000 pro rata

**Hours:** 37hrs per week  
8am-4pm Mon-Thurs  
8am – 3:30pm Friday

**Responsible For:** No paid staff

**Responsible to:** Helpline & Engagement Service Manager / Head of Victim Services

- Liaison/ communication:**
- The post holder will communicate internally with all members of the Freeva team and with wider partner agencies
  - The post holder will represent the Freeva at various community events, meetings or committees as deemed appropriate by the Management and/or the Board of Trustees

### Main purposes of the post

#### Enhanced Support to Vulnerable Victims

1. To refer all cases identified as high risk of harm by the Helpline & Engagement team to the Daily MARAC via MODUS
2. To attend and represent the views of the victim, share up-to-date information, and act as a link between the victim and the MARAC agencies.
3. Liaise between the victim and partner agencies to ensure that actions identified by MARAC, for completion by the Helpline & Engagement Service, are completed in a timely manner
4. Undertake pro-active contact attempts for cases referred to the Daily MARAC by partner agencies, to encourage engagement by victims with specialist domestic abuse support
5. Complete an initial safety plan with victims, sharing information to increase the safety, health and well-being and complete immediate actions that will enhance the safeguarding of each individual such as support to access civil remedies, target hardening referrals, referrals to Social Care Services etc.
6. Ensure that appropriate and timely referrals are made to appropriate second tier services for ongoing specialist support and advocacy.
7. Ensure the effective information sharing at MARAC including providing updates for reviews of cases as appropriate.

8. Undertake proactive attempts to engage victims attending the Specialist Domestic Violence Court (SDVC) with specialist support.
9. Work as part of the wider Helpline & Engagement team, provide support to cover a helpline for members of the public and professionals which operates Monday to Sunday 8am – 8pm.
10. Ensure proactive attempts to contact client, undertake risk and needs assessments and engage clients with support are undertaken, including via telephone, text, webchat, email and face to face as appropriate. This will include liaison with referring agency to assist with engagement where appropriate.
11. Act as a point of contact and provide ongoing support for clients waiting to be allocated to a second tier service / partner agency
12. Providing enhanced support to victims referred to or accessing support via the Helpline & Engagement team and identified as having additional support needs which increases vulnerability or risk including cases being heard at the Specialist Domestic Violence Court (SDVC),
13. Complete Insights monitoring and evaluation forms as appropriate
14. Liaising with statutory and non-statutory services to ensure that the needs of vulnerable clients are met by the most appropriate agency
15. Liaising with statutory and non-statutory services to ensure the physical safety, emotional welfare and mental health of the client is supported appropriately
16. Supporting clients to access immediate support options including securing refuge accommodation locally and nationally, housing advocacy, health, legal advice, welfare support etc.
17. Attend multi-agency meetings as appropriate to advocate for clients
18. A commitment to partnership working and attendance at multi-agency meetings and community events to promote the service/organisation
19. Be competent in accurate record-keeping and collection of data for monitoring purposes, service specific monitoring reports and to provide statistical information for evaluation purposes as required
20. Provide at least one case study per quarter

### **Helpline / General Duties**

21. Ensure the service is focused on actively resisting re-traumatisation, improving safety, health and well-being and reducing risk.
22. Answer all calls within a timely manner, in particular 80% of calls should be responded to within 20 seconds
23. Regularly check email inboxes and answer phone for enquiries and referrals and respond to them appropriately.
24. Ensure that the helpline is the main portal for new service users but also as a continuous resource that is integrated and complements other service activities.
25. Ensure information provided on the helpline is constantly updated and meets current legislation and best practice.
26. Complete all helpline forms and risk assessments accurately and record onto the case management system following each call.
27. Voicemails - Check the answer-phone service on a regular basis and logged on the Helpline Voicemail Messages Log

28. Be competent in accurate record-keeping and collection of data for monitoring purposes, completion of helpline monitoring reports and to provide statistical information for evaluation purposes as required
29. Encourage feedback from service users on a regular basis and to contribute to the ongoing evaluation of the helpline services.
30. Support with maintaining standards for the purposes of helpline accreditation and providing quality services
31. Co-facilitate delivery of specialist domestic and sexual abuse training
32. Contribute to the continuous review the helpline & engagement service manual including the addition of any useful resources to reflect updated information of services available both locally and nationally
33. Undertake efficient handover and debriefing processes after each shift; e.g. update on referrals, and that all other relevant issues and information is passed on to relevant staff.
34. Ensure confidentiality and professional boundaries are maintained at all times.
35. Comply with all policies and procedures at all times.

### **Organisational Development**

1. To strengthen and develop links with a wide range of local organisations and businesses across all sectors to promote the helpline services as widely as possible
2. To keep all members of staff and Board of Trustees informed about good practice in running the helpline services and to contribute in the development of helpline policies, strategies and working practices
3. Keep up-to-date with developments in the domestic and sexual violence field
4. To undertake such other duties as may be required by the Board of Trustees from time to time, but which will be consistent with the role.
5. Demonstrate a commitment to Freeeva's policies on equalities and promote these in all aspects of the helpline work

**Person Specification**

Area	Criteria
<b>Education and Training</b>	<p><b>Essential</b> A degree, equivalent qualification or alternatively able to demonstrate substantial relevant experience.</p> <p><b>Desirable</b> Achieved or be willing to undertake specialist training including: - Independent Domestic Violence Adviser (IDVA) qualification - SafeLives training for Marac representatives A relevant professional qualification such as CQSW, Diploma in Counselling</p>
<b>Work Experience / Knowledge</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A comprehensive understanding of issues relating to victims and survivors of domestic and sexual violence, and demonstrable skills in assessing the needs of callers using non-judgemental, active listening and questioning skills</li> <li>• Minimum of one-year work experience in the charity/ voluntary sector, namely relating to domestic and/or sexual violence related client work</li> <li>• Experience of working with people from a variety of backgrounds and cultures</li> <li>• Experience of providing non-judgemental, non-directive and confidential information, advice and support by phone</li> <li>• An understanding of the dynamics of domestic and sexual violence, including knowledge of impact of domestic and sexual violence on victims and children and of current legislation and good practice</li> <li>• Understanding of safeguarding protocols including child protection issues and legal responsibilities</li> <li>• Experience of working within multi-agency networks and settings</li> <li>• Experience of service development work</li> <li>• Experience of monitoring and evaluation</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• An understanding of the criminal and civil justice systems related to domestic and sexual violence</li> </ul>
<b>Personal Attributes</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Empathy for victims of domestic and sexual violence and a desire to work alongside them to assist in their recovery process</li> <li>• Ability to communicate clearly and empathetically, including the ability to listen effectively and match communication to the needs of the recipient</li> <li>• Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent</li> <li>• Motivated and enthusiastic; and proven ability to work as part of a busy, often stressful and challenging environment</li> <li>• Excellent written and verbal communication skills, with the ability to present clear well-structured professional reports, letters and case notes</li> <li>• Ability to operate a high degree of confidentiality and accountability</li> <li>• Ability to work to tight deadlines and to take responsibility for meeting agreed targets</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity</li> <li>• Ability to work on own initiative, be proactive and able to take responsibility for actions, including planning and prioritizing work activities</li> <li>• Ability to demonstrate commitment to multi-agency partnership working work</li> <li>• Commitment to continuing professional development.</li> <li>• Ability to self evaluate and reflect on practice</li> <li>• Ability to recognize discrimination and anti-oppressive practices, in its various forms, and to take appropriate action.</li> <li>• Demonstrable understanding of diversity, equal opportunity and gender equality issues</li> <li>• Confident in providing advice and guidance to others around policy, procedures and good practice</li> <li>• Ability to maintain personal and professional boundaries.</li> <li>• Willingness to undertake training.</li> <li>• Willingness to accommodate occasional unsociable hours (evenings and weekends)</li> <li>• Commitment to the aims and work of the Freeva</li> </ul> <p><b><i>Desirable</i></b></p> <ul style="list-style-type: none"> <li>• Full clean UK Driving License &amp; access to own vehicle</li> </ul>
<p><b>IT skills</b></p>	<p><b><i>Essential</i></b></p> <ul style="list-style-type: none"> <li>• Computer literate, including demonstrable competence in using Microsoft office package (word, excel, outlook and powerpoint)</li> <li>• Experience of data analysis and report writing</li> </ul>