

## Job Description

**Job title:** Caseworker - Helpline & Engagement Service

**Scale:** £24,000

**Hours:** 37hrs per week  
8am-4pm Monday to Thursday  
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. Work as part of the wider Helpline & Engagement team, providing cover on the helpline for members of the public and professionals which operates Monday to Sunday 8am – 8pm.
2. Ensure proactive attempts to contact client, undertake risk and needs assessments and efforts to engage clients with support are undertaken, including via telephone, text, email, webchat and face to face as appropriate. This will include liaison with referring agency to assist with engagement where appropriate.
3. Obtain updates from second tier services / partner agencies regarding client's engagement with support
4. Ensure proactive re-engagement attempts are undertaken for clients who have disengaged with support
5. Act as a point of contact and provide ongoing support for clients waiting to be allocated to a second tier service / partner agency
6. Ensure the immediate safety and needs of clients are identified by undertaking an appropriate risk assessment, initial individual safety and support plan and reviewing risk and needs during any subsequent contact with client

7. Ensure that clients identified as having immediate or additional support needs, which increases vulnerability, are engaged with support with an appropriate Helpline & Engagement Specialist Caseworker
8. Complete Insights monitoring and evaluation forms as appropriate
9. Working directly with all key agency partners to promote the safety of victims, ensure clients identified as high risk of harm are escalated to the Helpline Service Manager for referral to the daily MARAC
10. Liaising with statutory and non-statutory services to ensure that the needs of vulnerable clients are met by the most appropriate agency
11. Liaising with statutory and non-statutory services to ensure the physical safety, emotional welfare and mental health of the client is supported appropriately
12. Supporting clients to access immediate support options including securing refuge accommodation locally and nationally, housing advocacy, health, legal advice, welfare support etc.
13. A commitment to partnership working and community events to promote the service/organisation
14. 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

### **Helpline / General Duties**

15. Ensure the service is focused on actively resisting re-traumatisation, improving safety, health and well-being and reducing risk.
16. Answer all calls within a timely manner, in particular 80% of calls should be responded to within 20 seconds
17. Regularly check email inboxes and answer phone for enquiries and referrals and respond to them appropriately.
18. 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.
19. Ensure information provided on the helpline is constantly updated and meets current legislation and best practice.
20. Complete all helpline forms and risk assessments accurately and record onto the case management system following each call.
21. Voicemails - Check the answer-phone service on a regular basis and logged on the Helpline Voicemail Messages Log
22. 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
23. Encourage feedback from service users on a regular basis and to contribute to the ongoing evaluation of the helpline services.
24. Support with maintaining standards for the purposes of helpline accreditation and providing quality services
25. Co-facilitate delivery of specialist domestic and sexual abuse training
26. 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

27. 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.
28. Ensure confidentiality and professional boundaries are maintained at all times.
29. 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 Freeva'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> 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> <li>• Ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity</li> </ul>

	<ul style="list-style-type: none"> <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>