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| **Job Title** | **Caseworker** |
| **Salary** | £28,000 |
| **Hours** | 35/week |
| **Location** | Based Shadwell/Home-working  |
| **Contract Type** | Fixed term for 6 months |
| **Reports to** | ISVA Co-ordinator |
| **Annual Leave** | 28 days per annum + Bank Holiday (pro rata) |

# **CONTEXT**

An estimated 12,000 men are raped every year and 76,000 sexually abused or assaulted. Yet just 4% of men will tell someone. Of those who do, it takes on average 26 years to do so.

SurvivorsUK provides specialist support to (cis and trans\*) men, boys and non-binary people who have been raped, sexually assaulted or abused. Our aim is to help any man, boy, or non-binary person to have the confidence to tell someone what’s happened to them, and to know that it’s OK to seek help. When they do, we want to ensure they have access to the right support so they can deal with the impact of their experiences.

We provide emotional support, information and signposting to survivors and anyone worried about someone they know, through a national website and webchat service (open till 8pm most evenings). Last year, 2,600 people contacted us via our webchat services and social media.

In London, we are the only organisation providing specialist services for men and boys, including individual counselling and therapeutic groupwork, available till 9pm six days a week. Across London, we provide the capital’s only Independent Sexual Advisor (ISVA) Service that helps men and boys through the criminal justice system.

# **ABOUT THE ROLE**

This is an exciting and challenging new role at SurvivorsUK, that provides both emotional support alongside casework intervention in relation to housing, welfare rights, immigration and other practical concerns. You will need to be a highly skilled support worker with a good knowledge of the housing and welfare rights systems and experience of dealing with highly vulnerable clients, willing to work flexibly and on your own initiative. Importantly, you will be a compassionate person able to blend emotional support with practical interventions and care.

**This post is subject to an enhanced DBS Clearance**

# **PURPOSE**

● Provide casework and practical support interventions to men, boys and non-binary people who have been raped, sexually abused or assaulted with high levels of need and who are most vulnerable.

● Collaborate with clients on ongoing assessment of their needs

● Support the monitoring and reporting to funders on the development and delivery of the service.

# **KEY OUTCOMES**

● Survivors who are highly vulnerable and distressed will have access to a casework service that meets their needs, with improvements in their overall health and wellbeing.

● An improvement in the client’s ability to access housing and welfare rights services, immigration support and other services which will improve their wellbeing

● Survivors who are leading chaotic lifestyles report feeling more stable, better able to cope and better supported.

# **RESPONSIBILITIES**

1. **Service Delivery**

● Provide a brief, time-limited casework service for clients who are accessing other branches of SurvivorsUK services

● Deliver brief interventions by phone, video calling and face-to-face

* Work closely with other teams within SurvivorsUK (1:1 counselling, Groupwork and ISVA services) working in collaboration to support individuals and cross-referring as needed

● Maintain accurate and timely client case notes, ensuring adherence to confidentiality, safeguarding and data protection procedures.

● With clients, develop action plans to help them address emotional and practical needs and ensure clients can engage with a flexible service.

* Respond in a timely and efficient manner to emergency case management and crisis situations such as individuals facing destitution (eg fleeing domestic violence, or homeless and with no recourse to public funds) by arranging short term provision such as hardship payments, food and shelter as well as longer term solutions by liaising with the Home Office and Local Authority Services)

● Provide regular and timely communications with clients so that they are encouraged to remain with the service.

● Provide advocacy to help clients overcome practical issues (i.e. benefits, debts, housing), including linking to external agencies.

* Keep up to date with changes in policy and services

● Attend clinical supervision.

1. **Liaison and Promotion**
* Maintain good working relationships with other support services associated with the client.
* Develop and promote the service both within SurvivorsUK and with external partners
* Develop links and effective partnerships with external organisations working in the fields of immigration, destitution, housing and child welfare.

1. **Monitoring, evaluation and dissemination**

● Collect and accurately record one-to-one contact data, including presenting issues, client notes, socio-economic demographics, using SurvivorsUK Salesforce database.

● Monitor individual client’s progress.

● Where appropriate, and within safeguarding and data protection policies, collate qualitative client stories for reporting back to funders, evidencing need and service user opinion.

● Ensure all clients are aware of and have access to the organisation’s complaints policy.

1. **General Duties**

● Be responsible for administrative functions associated with the role, including accurate record keeping and filing.

● Provide input and comment on the development of SurvivorsUK policies and procedures and ensure you follow established procedures.

● As a member of a small team, contribute to the development of new initiatives and services in response to client need.

The post-holder will be required to carry out additional duties from time to time. Such duties will be commensurate with the role.

**SurvivorsUK is an equal opportunities employer.**

# **PERSON SPECIFICATION**

**Experience and qualifications**

● A qualification in Social Work or similar is desirable but not essential

● At least 2-years’ experience of working with highly vulnerable clients in a support service.

● Demonstrable caseload management, with experience of assessing individual need and managing a high and complex caseload

● Proven track record in helping clients who are experiencing high levels of distress and/or chaotic lifestyles, to improve their health and wellbeing.

● Efficient data collection and accurate use of outcomes monitoring frameworks

**Skills, knowledge and competences**

* Strong understanding of the experiences, needs and impact of rape, sexual abuse or assault on (cis and trans\*) men and boys, and on non-binary people
* Self-motivated and a self-starter: high level of confidence to develop and deliver a new service.
* A mature, calm and empathic manner: able to engage with clients who have challenging needs and deal with highly emotional and stressful situations.
* Strong communication skills: able to build trusting relationships and rapport with clients and interact and engage effectively with external agencies.
* Excellent working knowledge of legal and welfare rights and entitlements including immigration, housing and homelessness, welfare benefits and health
* Knowledge of services, both statutory and voluntary, which provide support to the beneficiary group
* Ability to develop the service and adapt delivery to emerging needs
* Ability to manage own time and workload, to respond flexibly and prioritise a range of competing demands
* Ability to work as part of a team
* Adherence to confidentiality and boundary policies and practices.
* High degree of flexibility in approach to working with clients and the wider team.
* Positive attitude and willing to contribute to developments, improvements and changes more broadly within SurvivorsUK.
* Competent administrator and highly organised: committed to maintaining accurate client records and reporting on performance.
* Demonstrable commitment to equal opportunities, with a non-judgemental approach to helping men, non-binary and trans people
* A commitment to pursuing professional excellence, personal development and learning