

LONDON BLACK WOMEN'S PROJECT



Working for Women, Working against Violence

JOB DESCRIPTION

POST TITLE:	Refuge Client & Family Support Caseworker
SALARY:	£31,000 (full time, per annum)
HOURS:	40 hours per week from 09.00 – 18.00 Provide out of hours support on an 'on call' rota
CONTRACT:	As per funding
RESPONSIBLE TO:	Refuge Manager
SPECIAL CONDITIONS	To effectively fulfil this post's requirements, some evening and weekend work may be needed which will be agreed in advance and TOIL will apply.
LOCATION:	London, LBWP Refuges and other LBWP sites (as required).

Background

London Black Women's Project (LBWP) is a feminist organisation working in London. LBWP was set up in 1989 (previously known as Newham Asian Women's Project) to provide specialist support services for BAME women and their children experiencing domestic violence. LBWP delivers services in three main areas: accommodation-based services, counselling and therapeutic support and legal advice and information.

Job Purpose

The ideal candidate will be an experienced and dynamic individual with an in-depth understanding of the specific needs of BAME women experiencing multiple disadvantages as a result of experiencing domestic violence and abuse.

You will deliver holistic, women centred, individualised support for BAME women and children in our refuges, ensuring their safety and using an empowerment approach to enable positive resettlement into appropriate accommodation. You will provide one-to-one support for women, managing risks, following safeguarding policies and develop plans for women to access local community amenities and services, including counselling, benefits, training and employment and housing. You will be well versed in advocating on behalf of women to multi-agency services to ensure support, protection and choice for the women you represent thus improving access and response from partner agencies to women.

It is requested that only women who identify as BAME apply. Additionally we encourage applications from women with lived experience of accessing services.

Key Responsibilities

- To have key responsibility in the referral and reception of BAME women and children into the refuges by documenting who is being referred, initial in-take and assessment of the referral and matching women and children to the space available ensuring that the Equality Policy of LBWP is met.
- Develop comprehensive, women-centred support plans that are reviewed on a quarterly basis and actions that are reviewed weekly during key work sessions. Document and record all support, needs and risks and any other action and intervention using LBWP's case management systems, policies and practices e.g. Safe Lives risk assessment.
- Support women to access financial support, for example by completing housing benefit and other benefits forms.
- To provide individualised woman-centred, holistic, empowerment-based support for women that enables their healing and progression into safe housing and resettlement.
- To monitor the referrals taken and refused including reason for refusal and make this data available to the Refuge Manager for quarterly monitoring.
- Ensure that Residents' meetings are user-led, organised, attended and minuted to a good standard and develop innovative ways of engaging women to develop user voice.
- Provide a range of internal and signpost to external creative, empowering and educational activities and groups e.g. ESOL classes, employment advice, budgeting support, therapeutic support.
- Represent women and advocate on their behalf when dealing with outside agencies such as the Housing department, Police, DSS, Solicitors, Social Services, Health Professionals, and all other relevant agencies.
- Work pro-actively with women and their children, providing creative and engaging space to support relationship development and to identify further support requirements.
- Offer a programme of resettlement support to women/families moving out from the refuge to independent living.
- Provide timely and consistent information to Finance regarding women moving in and out and the status of their HB claims.
- Ensure women, and children as appropriate, understand all necessary and relevant information on policies and procedures of the refuge, such as confidentiality/licence agreements/house rules/aims and objectives of LBWP among other documents.
- Update Health and Safety Risk Assessment, building risk assessment and any other assessment following the reporting of incidents to ensure that the Refuge risk assessments are always kept updated.
- Maintain and update case files with all information, notes, records, forms and templates completed to good quality standard and always compliant with risk management.
- Document monitoring data and ensure that it is provided in the agreed and acceptable formats for monitoring Refuge activity using standard templates.
- Promote an inclusive, supportive and positive culture within the refuges and LBWP.

Flexibility Clause

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above or at different times and locations specified above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post.

General

- All posts at LBWP are subject to the availability of funding.
- This post is subject to a probationary period of six months which can be extended for an additional three-month term at the discretion of the Director.
- The postholder will be required to work within LBWP's policies and procedures, for example, Adult Safeguarding Policy, Child Protection Policy, Equal Opportunities and Diversity Policy, Health and Safety Policy and the Confidentiality Policy.
- To carry out work in a way that ensures that all professional standards and LBWP's Code of Ethics is upheld and practiced.
- To work at all times in the best interests of LBWP and to avoid any action that may cast LBWP and/or its activities into disrepute.
- To undertake any other reasonable duties as required by LBWP's Senior Management Team / Management Committee.

PERSON SPECIFICATION

	Experience	Application Form	Interview
1	Experience of working in a woman's domestic violence refuge, providing all services within the refuge as well as resettlement support.	x	X
2	Experience of working with BAME women in a refuge setting.	X	x
	Understanding / Knowledge		
3	Understanding of domestic violence, violence against women and harmful practices.	x	x
4	Good understanding of how local authority services operate including housing, benefits and Adult and Children's Social Care.		x
5	Good understanding of the quality standards required to deliver high quality refuge services.		x
6	Good understanding of all health and safety, audit and assessment requirements to ensure refuges run effectively and safely.		x
7	Good understanding of the Equalities Act 2010 and how equality, diversity and inclusion apply within LBWP as a Black feminist organisation, and within the refuge service.	x	x
	Skills and abilities		
8	Ability to work with women to identify their individual needs, including their safety, and to provide empowering, holistic, personalised support plans.	x	x
9	Ability to identify and mitigate risks within the refuges, ensuring that		x

	policies and procedures are implemented in a timely manner,		
10	A good level of interpersonal skills to communicate with a variety of individuals.		x
11	Ability to effectively communicate with a range of internal and external agencies in meetings, case conferences etc. and to represent women and LBWP in a multi-agency setting.		x
12	Excellent written skills, including the ability to produce detailed case notes, risk assessments, complete forms for benefits etc, and produce reports.	x	x
13	Good IT skills, including use of Microsoft Office packages and database to record case notes, monitoring and evaluation information etc.	x	
14	Ability to be an effective team member and work in a collaborative way within the organisation.		x
15	Ability to work independently within the refuge and to ensure policies and procedures are followed, ensuring line management sign off is sought as required,		x
16	Ability to work flexibly and positively to support women, the team, management and LBWP.	x	x
17	Ability to manage challenging situations in a calm, professional manner.	x	x
18	Good analytical and problem solving skills with the ability to identify and prioritise needs and translate these into action.		x
19	Ability to manage the refuge buildings / facilities.		x
	Attitudes / Behaviours		
20	Commitment to working with Black Minority Ethnic women and to support the aims and objectives of LBWP.	x	
21	Commitment to actively challenge discrimination and oppression and to work within LBWP's values, ethos, principles and policies.		x
22	Willingness and ability to critically reflect on and develop own practice.		x
23	Desire to take responsibility for your own learning, and contribute to the learning of others (individually, collectively and organisationally).		x