



HILLINGDON

LONDON

Job Description and Person Specification

JOB TITLE: Domestic Abuse Floating Support Caseworker

GRADE:

POST NO:

JOB FAMILY: Professional Specialist

JOB TIER: 5 (non-management)

DBS / ISA CHECK: Enhanced

GROUP: Community Safety

SERVICE: Community Safety

REPORTING STRUCTURE

Reports to: Manager, Hillingdon DA Advocacy Service (HDAAS)

Direct Reports:

Indirect Reports:

ROLE PURPOSE:

This is a challenging, proactive and rewarding role in which you will work collaboratively with IDVA colleagues, the police, social care, housing, health services and other agencies as part of a multi-agency partnership to advocate and support DA



victims (irrespective of sex) and their children to address their safety whilst managing and working to reduce risks. You will be working with and supporting victims deemed to be experiencing low to medium risk domestic abuse. This will include telephone and face to face risk assessment and safety planning for both the victim and any children within the household.

As part of your role you will hold a caseload, which includes providing ongoing support, outreach and advocacy.

The role requires that professionals involved in the case receive written and verbal reports based on your analysis of risk, the facts of the case and your professional judgement as well as participation in meetings to advocate on the victim's behalf, supporting them at court and signposting them to relevant and appropriate services.

Job Description (non-management level)

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers, new employees and contractors.

3. Operational Service Delivery

- i. Respond to victims of DA within 24 hours (Mon – Friday) or as soon as practicable of receiving a referral
- ii. Complete the DASH risk assessment and safety planning addressing identified threats and risks
- iii. Where appropriate and safe to do so, offer victims a face-to-face appointment at the Civic Centre for a meeting to complete a DASH risk assessment and safety plan
- iv. Ensure all safety options are fully explained so victims can make informed decisions.
- v. Work collaboratively with the clients to develop their own bespoke safety plan.
- vi. Refer clients, where necessary, to support services.
- vii. Inform line manager of high risk clients, and/or any difficulties or complexities affecting case management
- viii. Ensure clients get the services to which they are entitled.
- ix. Arrange and attend meetings with other agencies/services/professionals as necessary to advocate for the victim.

- x. Effectively manage your caseload and ensure case records are consistently kept updated.

4. Service Planning & Development

- i. Assist in the development of systems that evaluate, monitor and improve organisational, team and individual service delivery
- ii. Attend and participate in training and conferences relevant to your post and keep yourself up-to-date
- iii. Attend regular supervision meetings with your line manager
- iv. Attend team meetings
- v. Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan
- vi. Take action to contribute to your personal resilience within your role.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to team or own way of working

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers / clients / service users

7. The ability to work collaboratively with other partners

- Children's social care
- Adul social care
- Police
- Community Safety Team
- Health
- DA services
- Housing
- Relevant voluntary services
- MARAC co-ordinator

8. Additional Responsibilities

- i. Follow procedures and protocols so that safety of the client, and their children, is kept central to all processes
- ii. Keep other relevant agencies informed about important changes in a client's situation where appropriate.
- iii. Participate in the DA MARAC, refer clients, attend and contribute at meetings.
- iv. Understand and implement where appropriate the legal framework relating to the protection of children and vulnerable adults.
- v. Understand and follow the Local Authority safeguarding policies and procedures.

- vi. Complete other reasonable tasks to fulfil role purpose or as directed by a manager.

9. Key Performance Indicators

Reduction in the number of repeat referrals to HDAAS

Clients are safely responded to within 24 hours of all cases referred to HDAAS.

Attend at least 4 relevant training sessions or learning events per year

Person Specification (non-management level)

Domestic Abuse Floating Support Worker

This person specification will be used for recruitment to the Domestic Abuse Floating Support Worker post in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓	TESTING METHOD (e.g. Pre-application or scored interview question)
Educated up to GCSE level	✓		Application form
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓	TESTING METHOD
None			
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓	TESTING METHOD
Experience working with victims of DA or with vulnerable client groups. Good knowledge of options available to safeguard victims of DA	✓		Scored interview question
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓	TESTING METHOD
Good communication skills, written and verbal Computer literate Knowledge and understanding of equal opportunities and how DA issues relate to ethnic minority and vulnerable client groups.	✓		Scored interview question.
5. COMPETENCIES	ESSENTIAL	DESIRABLE	TESTING METHOD
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try	✓		Scored application question

new ways of working or thinking.			
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓		Scored application question
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓		Scored application question
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓		Scored application question
Customer Care Develops contacts and professional working relationships with client groups, and taking responsibility to ensure quality service provision.	✓		Scored application question
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓		Scored application question

REPORTING STRUCTURE

Not yet available