

JOB DESCRIPTION

Job Title:	Peripatetic Caseworker
Responsible To:	Peripatetic Manager
Conditions of Service:	<p>37.5 hours per week</p> <p>25 days annual leave rising to 30 days per annum</p> <p>Public Holidays</p> <p>6 month probationary period</p> <p>3% matched contribution to SWA stakeholder pension scheme</p>
Salary:	<p>You will be on Solace's salary band 3.</p> <p>Qualified applicants (with an accredited VAWG /domestic abuse qualification) dependent on experience: £23,500 – £26,000 per annum</p> <p>Unqualified applicants, dependent on experience: £22,000- £23,000 per annum with the potential to gain a qualification and move to the qualified band.</p>
Contract:	Permanent
Location:	Across various London sites according to placement

Main Purpose of Job

As part of the Peripatetic team, you will be filling in vacancies amongst our front line services:

- Working in either our refuges or our advocacy and support services across London in a caseworker role
- Working (where needed) as part of a duty rota team
- Assessing and offering 1 to 1 casework support to women
- Delivering casework that complies with contractual requirements, defined internal and external service standards and Solace policies and procedures
- Positively promoting our services as appropriate

- Working closely with other teams and services in the borough of delivery to develop performance
- Ensuring efficient and effective use of resources
- Contributing to service user feedback and voice in service delivery and service development
- Ensuring that creative and effective relationships are established with other Solace teams and external organisations, particularly those that offer a service to our users
- Ensuring that Solace equal opportunities and diversity policies are implemented across all areas of work

Peripatetic Caseworker Responsibilities

To contribute to the performance of the team

- As a member of the team, contribute to team meetings and the team Work Plan
- To work with volunteers where feasible to enhance the capacity of the service

Deliver casework ensuring that contract requirements are met, defined service standards maintained, and compliance with Solace policies and procedures

- To attend and contribute to case meetings
- To ensure continuous improvement in service delivery
- To maintain accurate and confidential records of all work undertaken
- To collect data to provide evidence for key performance indicators, working to meet the teams and Solace's strategic objectives
- To adhere to defined service standards in the delivery of all areas of case work
- To ensure compliance with Solace policies and procedures.

Positively promote SWA services

- Ensure publicity material is effectively distributed and contribute to its development
- Where appropriate, represent the team at relevant key meetings and forums
- Work with key stakeholders to promote the service

Ensure efficient and effective use of resources

- Fundraise for individual service users where appropriate
- Attend regular supervision and appraisal meetings in accordance with Solace procedures

- Contribute to the development of good practice in relation to reflective learning
- Contribute to the creation of a culture of continuous learning and improvement
- Ensure continuous professional development, working to an agreed training and learning plan
- Provide information for and contribute to organisational fundraising and bids
- Where possible, work with volunteers to further develop the service
- Awareness of and adherence to Solace's Health and Safety policies and procedures

Contribute to service user feedback and voice in service delivery and service development

- Encourage service user participation in service development, continuous improvement and feedback exercises
- Ensure service users know how to make a complaint about services and report and assist in managing any complaints made to you about the service
- Collect and report on service user recommendations for service improvement

Ensure that creative and effective relationships are established with other Solace teams and external organisations, particularly those that offer a service to our users

- Participate in effective partnership working, working in conjunction with other Solace teams and your line manager
- Meet all legal and contractual reporting requirements in relation to service delivery
- Ensure excellent working relationships with other Solace services

Ensure that SWA equal opportunities and diversity policies are implemented in all your work

- Contribute to the annual team Diversity Action Plan
- Champion equality and diversity principles in practice
- Proactively promote equality and diversity in all your work with service users, ensuring full access to services for all users

Corporate Responsibilities

- Ensure that all Solace's policies and procedures in your work area are up to date
- Ensure effective implementation of Solace's Equality and Diversity policies and ensure awareness and integration of an equalities and human rights agenda in all your work



- Ensure that the service user is at the heart of all service delivery and development
- Attend all meetings and training relevant to your role
- Attend regular team meetings, ensuring that you contribute to effective working practice and communication
- Act as an ambassador for Solace

Carry out other duties appropriate to the post as requested by your line manager.

Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.

PERSON SPECIFICATION

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for **each** of the Person Specification criteria.

Experience	Demonstrable experience of working with women affected by domestic and/or sexual abuse in either a refuge or community setting
	Experience of working in a regulated environment, managing risk and following case management procedures to meet the needs of a diverse and vulnerable client group
Knowledge + Understanding	A sound working knowledge of housing, welfare and policy relating to domestic violence
	A sound working knowledge of the practical, emotional, social and economic issues facing women and children affected by domestic violence
	Knowledge of safeguarding (adults and children)
Skills + Abilities	Ability to provide effective casework within an equalities framework
	Ability to work well with a diverse range of stakeholders
	Ability to communicate effectively (both written and verbal)
	Ability to manage self and a commitment to continuing personal development
	Ability to adapt to change quickly and easily & prioritise changing workloads
	Ability and willingness to work across different sites within Solace
Values + Ethos	A commitment to fostering innovation in working practice
	A thorough understanding of anti-discriminatory work and practice
	A flexible approach to your work
	A commitment to respecting and valuing service users' perspectives and involvement in Solace