

JOB DESCRIPTION

Job Title:	Specialist Case Manager – Sexual Violence
Date:	August 2019
Department:	Accommodation Services
Line Manager	Service Delivery Manager (For Accommodation Services)
Grade / Pay Scale	Negotiable
Location:	The Haven Wolverhampton – Refuge
Status:	Full time – 40 Hours Per Week - Every employee is advised that their employment continues only as long as The Haven Wolverhampton remains able to fund it.

Job Purpose

Specialist Case Manager for Sexual violence will lead on developing, embedding and delivering a recovery focused and strengths-based approach to vulnerable women who have complex support needs primarily relating to sexual violence but also mental health, substance use, offending behaviour and physical health. This will involve ensuring that the service proactively works to support clients to develop their safety, financial and emotional skills, living skills, develop and manage relationships, build social networks and access education, training or employment and move towards independent living.

While women and children are at the heart of the Service Manager’s work, in the role you would also be required to develop, lead and motivate the staff and teams in the service. You will report directly to the Service Delivery Manager (accommodation).

You will have line management of key workers, you may also line manage children’s therapy workers, volunteers and placements within the service. You will ensure the refuge is kept well maintained and on a day to day basis report health and safety issues, maintenance and ensure receipt of rental income at each property.

The role includes a high level of client contact, and opportunities to work with external agencies such as Sexual Health Clinics, Sexual Assault Referral Centres and community based organisations

The position will manage desktop reviews and demonstrate reflective practice to support their own and organisational learning.

Scope of Job – Main Tasks, Duties and Responsibilities

- To agree a joined up approach and package of support to the family at point of referral
- To develop a service for women residing in refuge who are survivors of sexual abuse. Ensuring clear pathways are in place for women to access support from a broad range of agencies.

- Identify and implement training to increase staff team knowledge and understanding of support available to survivors of sexual abuse.
- To line manage staff and key worker positions to support with day to day case management
- Manage a case load and staff team within an allocated refuge.
- You will lead on priority interventions and help design a plan to safeguard women and any children, while maintaining an independent role on behalf of your client, keeping their safety as central to any response.
- Form strong links with SARC and other agencies supporting survivors of sexual abuse.
- Represent the Haven Wolverhampton at external strategic meetings related to sexual abuse.
- You will support MARAC arrangements and liaise with assigned IDVA, to ensure support plan is designed using multi agency approach.
- Undertake Early Help Assessments for children, assess Child Protection/ Children in Need and plan arrangements for children accordingly. Ensure a joined up plan for the family.
- Once the plan is designed, to ensure implemented in a timely way and handed to key worker to support with reviews and ongoing support.
- Put in place a timely and safe move on plan for women and their children.
- Ensure refuge is well maintained, and health and safety issues are reported and acted upon to ensure safety of family.
- Ensure risk assessment are undertaken in line with Health & Safety policies.
- To undertake house meetings and promote an environment of quality, evaluation and encouragement.
- Maintain accurate and confidential case management records and databases and contribute to monitoring information for the service, including occupancy, voids management, and targets.
- Comply with data protection legislation, confidentiality, information sharing policy and procedures and all legislation which may be connected to your work.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, in order to provide the best possible service for victims of domestic abuse.
- Provide practical and emotional support including advice, guidance, and advocacy.
- Promote a climate of cultural understanding so that women from all backgrounds feel able to voice their opinions.
- Ensure rota system is implemented and provide support to on call procedures. Manage Helpline calls coming into the service when required.
- Refer to service specification and ensure you contribute to targets, case studies in accordance to contract terms and conditions.
- To act up in line managers absence and take on a senior role when required.
- To participate in the On-Call Rota

General Duties and Responsibilities

- To undertake such other duties, training and/or hours of work as maybe reasonably required, and which are consistent with the general level of responsibility of this job.
- To have personal responsibility for maintaining personal and professional development to meet the changing demands of the job and The Haven, by undertaking appropriate training and development activities. This includes encouraging and supporting staff and managers in their training and development.

- To undertake any health and safety training and related activities such as First Aid, Fire Marshall, Duty Hold, Health & Safety representative etc. as required for the post and as required by The Haven Wolverhampton to ensure their Health & Safety Policy is implemented effectively.
- To ensure equality of opportunity both in service provision and employment, having regard to the needs of the diverse communities we serve.
- To act in accordance with the organisations standing orders, financial regulations and financial procedures.
- To supervise and support volunteers and placement as required.
- To comply with legislation and The Haven’s policies including Confidentiality, Information Sharing, Data Protection, Computer Security, Safeguarding vulnerable adults and children, and Human Rights.
- To undertake any other duties commensurate with the grading of the post subject to reasonable adjustment under the Equality Act.
- To support hostel staff in ensuring the well-being of residents and their children working directly with our client group, including working within the hostels if required using the skills associated with the job.
- The duties of the post may change and develop from time to time in the light of new legislation, The Haven’s Policies, organisational development and social trends. Such development will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

Special Conditions (if applicable e.g. unsocial hours, extensive travel etc.)

- Able to work unsociable hours on occasions if required to undertake internal Haven activities or external continued professional development activities.

.....

Signed (Job Holder):			
Print Name:		Date	

PERSON SPECIFICATION

The person specification provides a list of essential and desirable criteria which a candidate should possess to be able to perform the job. Each of the criteria listed below will be measured through one or a combination of the following: A = Application form; I = Interview; D = Documentation; R = References; T = Test.

Date:	March 2019	
Job Title:	Specialist Case Manager	Job Purpose: Specialist Case Manager for Sexual violence will lead on developing, embedding and delivering a recovery focused and strengths-based approach to vulnerable women who have complex support needs primarily relating to sexual violence but also mental health, substance use, offending behaviour and physical health. This will involve ensuring that the service proactively works to support clients to develop their safety, financial and emotional skills, living skills, develop and manage relationships, build social networks and access education, training or employment and move towards independent living.

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> • Experience of working within a refuge setting/role. • Experience of managing premises and facilities management • Experience of supervising and supporting staff/volunteers/placement • Experience of managing cases and designing case management support • Experience /knowledge of helpline and managing helpline calls • Experience of supporting Survivors of Sexual Abuse/Violence. 	<ul style="list-style-type: none"> • Experience of working within the voluntary/charitable sector. • Experience of managing budgets 	A I R
Knowledge & Understanding	<ul style="list-style-type: none"> • Understanding of complex cases, mental health, substance abuse, needs of BAME families, young women • Demonstrate a knowledge and understanding of the statutory and voluntary services that this client group needs to access • Knowledge of understanding the needs of victims of domestic violence • Understanding of occupancy, voids and debt management and reporting 	<ul style="list-style-type: none"> • Knowledge of the local voluntary / charitable organisations • Knowledge of local statutory services 	A I R T

	<ul style="list-style-type: none"> • Understanding of evictions process and safe move on plan in a timely way • Understanding of impact of Domestic Abuse on Children and knowledge of how children and young people are affected and how to apply appropriate support • Understanding of Welfare Benefits and Immigration systems and specific barriers for survivors of domestic abuse. 		
Skills & Abilities	<ul style="list-style-type: none"> • Ability to work as part of a team and individually, to meet targets and deadlines and ensure sufficient cover in place • Ability to put in place and evidence an outcome based model • Ability to manage complex cases and provide timely guidance to key workers and staff • Liaise with external agencies to ensure support plan agreed and challenge if required to ensure compliance • Lead on desktop reviews and implement learning and continuous improvement in case management • Excellent communication skills include written, verbal and listening. • Ability to write reports and case studies • IT literacy and working knowledge of Microsoft Office or equivalent. Update case management notes • Ability to establish effectively working relationships with peers and community specialist staff including IDVAs • 	<ul style="list-style-type: none"> • The ability to speak one or more of the community languages of Wolverhampton • Use of MODUS case management system-training will be provided 	A I R
Qualifications & Training	<ul style="list-style-type: none"> • Min level 3 qualification in social, psychological, criminal related subject and recent training in domestic abuse / homelessness and recent training in one of the following subject areas - mental health, substance abuse, BAME specific services, specialist young womens services • Minimum and recent 2 years case management experience in equivalent role. 	<ul style="list-style-type: none"> • Level 3 Qualification in Working with Survivors of Domestic Violence or equivalent • Relevant professional Health & Safety qualification • Understanding of MARAC processes and how actions form part of individual support plan • Impact of DV on Children and Young People 	A I D

	<ul style="list-style-type: none"> • Safeguarding Qualification – refreshed annually as part of continuous learning and development • Experience of using Eclipse System and undertaking EHA 		
Other Special Requirements	<ul style="list-style-type: none"> • Able to work unsociable hours on occasions if required to undertake internal Haven activities or external continued professional development activities • Be committed to the aims and objectives of The Haven Wolverhampton in supporting women and any dependent children who are homeless through reasons such as domestic violence. 		I