



## Job Description

### Caseworker – Victims’ Services

Salary £23,369

**Full Time, 37.5 hours a week**

(job share and flexible working may be available on request.)

Thames Valley Partnership is an established registered charity of 27 years’ operating a range of support programmes across the three Thames Valley counties of Berkshire, Buckinghamshire and Oxfordshire. We are now recruiting a team of staff to run a new Victims’ First support service for adults across the Thames Valley, offering specialist support for adult victims and their families, providing them with crisis intervention, advocacy and longer term practical and emotional support.

This new provision, commissioned by the Police and Crime Commissioner (OPPC), is an amalgamation of three existing services and is designed to cater for adult victims of crime with complex practical and emotional needs. This is an exciting opportunity for anyone with a variety of specialist skills in this area of work to operate in a holistic environment to support service users. You can retain your specialist skills, learn others and provide advice and support to colleagues.

We are delivering this service together with two delivery partners – Trust House and OSARCC. Some staff may be directly employed by one of those organisations and others by Thames Valley Partnership who will maintain oversight of the service throughout.

There are expected to be two main beneficiary groups of this service:

*i) those with multiple and/or historical experiences of crime* which may never have been addressed leading to mental ill-health and vulnerability to re-victimisation;

*ii) those who have had a severe and traumatic response to a single recent crime occurrence* and will need immediate crisis support, assessment and management of on-going risks, followed by a longer-term programme of care to prevent the experience of crime having a disproportionate impact on their day-to-day lives into the future.

Many of those referred to the service will have experienced sexual violence or criminal exploitation including modern slavery. The service is expected to be trauma focused while adopting restorative approaches. The multi partner delivery model will mean that slightly different employment models exist for each hub location – but the delivery of the service will be through Thames Valley Partnership.

The teams operate from offices in Reading, Oxford and Milton Keynes, although not necessarily expected to be office based as the work will entail being out and about in the given area dealing with service users in an environment they are most comfortable in. **The roles are for 37.5 hours a week although job share and flexible working may be available on request**

**Postholder Reports to:** The Area Team Manager and the Service Manager, Thames Valley Partnership

**Role:** To provide prevention, intervention and crisis support to anyone who is/has experienced or is deemed to be at risk of any form of harm (i.e. sexual, modern slavery, criminal, financial) and to identify and engage with these individuals on a one-to-one basis, enabling them to access services and make positive, empowering choices to change their lives. A knowledge of the full range of civil, criminal and other practical support options available, and the role of an independent advisor within them is necessary.

### **Overview of Key Tasks:**

- To provide crisis intervention & support to service users in a variety of circumstances.
- To manage a caseload of complex adult client cases, providing practical & emotional support.
- To conduct risk assessments, do case management & safety planning in partnership with other key agencies as directed by the Service Manager or Area Manager.
- To advocate in a range of settings on behalf of the service user.
- To help service users to make informed choices about their future options.
- To support throughout the Criminal Justice process or any civil proceedings as appropriate.

### **Role Breakdown:**

#### **Crisis Intervention & Support:**

1. Staff will have flexible contracts and will be expected to work early evenings and weekends where necessary. There may be an on-call requirement for some elements of the service.
2. Work with Victims First teams to ensure holistic crisis intervention & support of new and existing clients on an ongoing basis.
3. Support vulnerable individuals at the point of crisis in their trauma, acting as an advocate where appropriate & liaising with key services and working with the police, if appropriate, to update and support any Criminal Justice processes.
4. Where necessary to support partner agencies such as police in the execution of warrants etc, by providing reception and crisis care and ongoing support.

#### **Case Management, Providing Practical & Emotional Support:**

5. Case manage a caseload of potentially complex cases as instructed by the Service Manager and Area Team Managers, prioritising time and working closely with the rest of the team to ensure continuity of support and a person-centred holistic approach.
6. Engage with the individuals that the programme supports by building trusting, enabling and empowering relationships, working to assess needs, set goals, agree actions and review requirements on an ongoing basis, using motivational interviewing skills.

7. Practical support: benefits, immigration, clothes parcels, arranging emergency accommodation or travel, booking appointments, advocating for service users and any other support, as needed by the individual including the delivery of safety plans.
8. Emotional support: listening, identifying appropriate models or approaches, referring to appropriate counselling, mental health services or restorative interventions.
9. Ensure that service users can access partner agencies or group activities to meet an identified need.
10. Build on existing good relationships with colleagues from other agencies that work in relevant fields in order to facilitate the goals of service users and promote empathy with the needs of our 'services user' group
11. Keep detailed records & update the client database, in accordance with policies and procedures (confidentiality, GDPR and key information etc.).
12. Follow the policies and procedures of the employing organisation.
13. Follow appropriate vulnerable adult protection procedures and legislation and child protection safeguarding policies.
14. Adopt a trauma informed approach when working with service users.
15. To operate with a restorative mindset and make full use of restorative options and interventions when working with service users.
16. Any other tasks as instructed by the Service Manager or Area Team Managers.

#### **Safety Plan & Risk Assess Cases:**

17. In collaboration with the Service Manager and Area Team Managers, risk assess cases and create Safety Plans to manage the safety & needs of service users.
18. Liaise with key partner agencies to ensure that Safety Plans include all appropriate measures for client and staff safety, taking recommendations from Thames Valley Police, Local Authorities & other key partners.

#### **Awareness-Raising & Training:**

19. Attend relevant training in order to disseminate to other staff and if necessary, provide awareness training to others.
20. Share specialist knowledge with team colleagues as appropriate.

## **Person Specification**

### **Skills, Knowledge and Abilities**

#### **Essential**

- Experience of direct support work with victims or other vulnerable people including providing emotional and practical support
- Excellent caseworker with good assessment, motivational and empowerment skills
- Organising, prioritising, risk management & problem-solving skills
- Experience of working cooperatively and effectively in a team

- Willingness to be able to work flexible hours when necessary and be part of an on-call rota
- Excellent communication and interpersonal skills including presentation skills
- PC literate (Word, Excel, PowerPoint, Outlook)
- Compassionate towards the individuals the service supports
- A driving licence and own transport
- Sensitivity to cultural differences and the ability to work in diverse settings and with people with diverse needs.
- Good knowledge of a full range of civil, criminal and practical options available to service users.
- Good knowledge of restorative interventions or ability to learn them and make use of them with appropriate service users.
- Knowledge and skills to operate within a trauma informed approach.
- Ability to provide non-judgemental, non-directive and confidential support to service users in crisis
- A clear understanding the gendered nature of some crime types crime, and a clear understanding of how different crime types disproportionately affect different groups of people
- A commitment to working within an equality and diversity framework and an awareness of barriers to accessing support

#### **Desirable**

- Ability to determine strategies, outcomes & opportunities to develop the role
- Experience and knowledge of exploitation and modern-day slavery, sexual violence and other complex issues.
- Experience of working with diverse groups with multiple complex needs.
- Mental Health Awareness including the impact on an individual and the services available
- Have an ISVA qualification or be prepared to undertake training
- Knowledge of domestic abuse – at least level 2 DASH training
- Awareness of differing counselling approaches

#### **For this role you will also need:**

- The ability to travel within Thames Valley and occasionally outside of.
- To be free from any criminal conviction which would conflict with the responsibilities of the post; you will be required to have a DBS Enhanced disclosure, or a portable DBS
- To be able to deal with all information on a confidential basis and understand data protection requirements.
- To have Citizenship of the UK or the EU, or have entitlement to work in the UK

*Thames Valley Partnership, OSARC and Trust House are an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974.*