



<b>Job Title:</b>	Cardiff Women's Aid Supervisor/Caseworker (Female)
<b>Hours:</b>	Full time, 35 hours per week plus on-call
<b>Salary:</b>	£24,000 per annum plus on-call allowance
<b>Responsible to:</b>	Cardiff Women's Aid Services Director
<b>Context of Job:</b>	Cardiff Women's Aid delivers expert, specialist, independent and domestic violence/abuse services to women and children through a range of delivery mechanisms including: specialist risk and needs assessments, individually tailored support packages and group work.
<b>Purpose of Job:</b>	<p>To supervise IDVA's and support workers to provide a high-quality frontline service to women, children and young people experiencing domestic violence/abuse.</p> <p>To provide a high-quality frontline service to victims of domestic and sexual abuse.</p>

*This role is subject to an enhanced DBS Check.*

### **Main Duties (Supervisory):**

- Co-ordinate a multi-faceted team of support workers.
- Work closely with the Services Director to ensure quality of service at all times.
- Provide accurate statistical information to the Services Director as and when required.
- Provide regular formal case management and supervision of staff.
- Participate in the senior management team's strategic development.
- Ensure all staff members receive an induction and are aware of all CWA policies and procedures.
- Supervise and develop student placements.
- Facilitate staff development, including delivering training, facilitating regular team meetings, observing practice etc.
- Ensure that Health & Safety procedures within the women's centre are maintained.
- Review and authorise risk assessments.
- Act as the first point of contact for all queries around support issues.
- Ensure adequate provision of services for all women, children and young people accessing CWA.

- Adhere to CWA child protection policies and procedures.

### Performance and Quality

- Monitor and evaluate the quality of work which the team performs.
- Produce monthly, quarterly and annual reports to the Services Director, the Trustee Board and to funders.
- Ensure the service's database is maintained effectively.
- Ensure staff follow CWA policies and procedures and monitor this in regular reviews.

## **Main Duties (Case work):**

- Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist.
- Focus on and prioritise high risk cases and provide a pro-active, short to medium term crisis intervention service through individual safety planning and personal support.
- Work with victims of domestic abuse to help them access services to keep them and their children safe.
- Advocate for victims with agencies who can help to address the domestic abuse by:
  - I. Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
  - II. Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance.
  - III. Working directly with all key agency partners to address the safety of victims and ensuring that their safety plans are coordinated particularly through the MARAC.
- Manage a case load ensuring each client receives the appropriate service individual to their needs.
- Facilitate various groups to educate, reduce risk and help recover from the effects of domestic abuse.
- Support the empowerment of the client and assist them in recognising the features and dynamics of domestic abuse present in their situation, and help them regain control of their lives.
- Understand multi-agency partnership structures and work within a multi-agency setting.
- Advocate on the victims behalf with other professionals ensuring the victim is at the centre of all safety actions.
- In accordance with the organisation's case management policy: Be proactive with your Supervisor in carrying out periodic case reviews based on a review of risk and abuse which:
  - I. Feeds back into action planning to further progress, signpost or close cases and;
  - II. Provides feedback to your clients/agencies.
- Help maintain accurate and confidential case management records and databases and contribute to monitoring information for the service.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation 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.

- Respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of clients ensuring the service is accessible to all.
- Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.

### General Responsibilities

All Workers have a responsibility to work with colleagues in maintaining service delivery.

- Attend meetings as necessary.
- To represent Cardiff Women's Aid and to promote its ethos; to work in a positive way and to feedback fully to the organisation.
- Take responsibility for team rotas, monitor absence, plan and arrange short-term/emergency cover/annual and sick leave.
- Contribute to the Annual Report.
- Participate in the Duty Manager On Call rota.
- Undertake training to update skills in line with Cardiff Women's Aid Training and Development Policy
- To maintain anti-oppressive and anti-discriminatory work practices.
- Abide by Cardiff Women's Aid's confidentiality policy
- To ensure that personal behaviour and that of staff in area of responsibility demonstrates integrity, openness, honesty, is anti-oppressive, non-judgemental, and supports diversity.

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

### Working Patterns

The post-holder is expected to work flexibly between 8am-7pm Monday to Friday. This post may involve working some weekends and bank holidays to ensure minimum IDVA cover across the city is maintained.

The duty manager on-call service is delivered 24hrs a day and is staffed on a rota basis.

## Person Specification

Criteria	Essential	Desirable
<b>Knowledge</b>		
Have a good understanding of domestic violence/ abuse including the impact of domestic violence/ abuse on women and children.	✓	
Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse.		✓
*Understand child protection issues, how to respond to effectively safeguard, and the legal responsibilities surrounding these issues.	✓	
Understand the principles of risk assessment, safety planning and risk management for victims of domestic violence/ abuse and their children.	✓	
*Understand the remits and resources of relevant statutory bodies and voluntary agencies.	✓	
*Understand and be committed to equal opportunities and diversity issues in policy and practice.	✓	
<b>Experience</b>		
*Working with vulnerable people, including families and/ or children.	✓	
*Managing a caseload.	✓	
*Working within a multi-agency and legislative framework.	✓	
*Supervision of staff.	✓	
*Use of robust performance monitoring systems.	✓	
<b>Skills/ Qualifications/ Professional membership</b>		
*Have computer literacy skills and have some experience of working with databases.	✓	
Hold a CAADA/Safelives IDVA training certificate, or a relevant degree, or demonstrable equivalent experience or a vocational qualification.		✓
*Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.	✓	
*Have strong crisis management skills and the ability to deal with stressful and difficult situations.	✓	
<b>Personal Qualities</b>		
Be compassionate and empathetic with your team and service users.	✓	
*Show initiative and be proactive when managing your team and working with external agencies.	✓	
Act with integrity and respect when working with all clients, agencies and individuals.	✓	
*Work flexibly as part of a team.	✓	
Be optimistic about the possibility of personal growth and change.	✓	
*Motivate individuals and agencies to move through courses of action and decision making processes.	✓	
Be available to participate in the on-call service	✓	
Be a driver and have access to a car.	✓	
Speak Welsh.		✓

\*You are required to demonstrate these on your application form. Please provide an example of work you have undertaken where you have demonstrated this skill.