**ROLE DESCRIPTION**

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| **Role Title** | ISVA Case Worker |
| **Salary** | £25,000 |
| **Hours** | 37 hours |
| **Location** | Safe & Sound Office, Darley Abbey, Derby DE22 1DZ |
| **Post reports to** | Project Manager |
| **Significant relationships with** | Chief Executive Officer  Support Team  Business Manager  Communications and Fundraising teams |
| **Duration** | Full time 2 Year contract |
| **Other Considerations** | **This appointment is subject to enhanced Disclosure and Barring Service (DBS) checks** |
| **Other requirements** | * Full Driving licence and access to own vehicle is essential. * Willing to undergo training including ISVA and safeguarding. |

**Main purpose of role**

This role will act as a single point of contact for children and young people who are victims of sexual exploitation who require specialist tailored support. To provide impartial information to victims about all of their options, within and outside the criminal justice system, and advocate on their behalf. To develop personalised cope and recovery plans and co-ordinate support for victims in accordance with the Victims Code of Practice and their personal situation, circumstances and needs.

The role will also provide one to one support for children and young people not going through the criminal justice system but at risk of and affected by exploitation working to ensure that individuals receive the support they need to move forwards in their lives.

The role will involve being a front-line representative for Safe and Sound, its vision, mission, and services to a broad range of stakeholders.

**Operational Duties**

**Main Duties and Responsibilities:**

* Contact all young people undertaking initial safety assessments, risk assessment and support needs analysis
* Develop individual service plan to address risks/support needs to access and sign post to other additional or specialist services including addressing any child protection issues.
* Provide face to face and telephone support (non-therapeutic) to young people and their families as appropriate.
* Explain criminal legal, and if relevant, civil remedies including information in relation to Criminal Injuries Compensation.
* Support young person through the criminal justice system, explaining the procedures and their role and rights within the system.
* Liaise with other agencies including the Police and CPS on behalf of the young person, with their consent keeping the victim informed about case progress on behalf of the police in line with the requirements of the Victims Code of Practice.
* Participate in case conferences with the police, CPS and prosecuting barrister and support clients to access special measures.
* For ISVA and other support work manage a caseload, recording all intervention, contacts, and multi-agency correspondence in accordance with the service specification within CPOMS Case Management Information Systems.
* To have a clear understanding of the myths and facts of sexual violence, rape trauma syndrome, the long term mental health effects of sexual violence, self harm, suicidal feelings and attempts.
* Work with children and young people to identify other needs and tailor a support package to facilitate coping and recovery.
* Build local knowledge of what services are available and we will look for you to proactively identify any gaps in service to inform future provision.
* Understanding of and support for the potential additional needs, different lived experiences, and additional barriers to speaking out experienced by young people.
* To undertake one to one work including emotional support with children and young people vulnerable to exploitation to inform a risk reduction
* To assist in the development, utilisation and promotion of resources and activities including leaflets, projects, digital resources for young people at risk of, or affected by, exploitation.
* Contribute to the development of service policies, protocols, guidelines and strategies within area of practice as necessary
* To use Safe and Sound’s administrative and IT systems to ensure that records and reports are accurate, up-to-date and carried out in a timely and orderly fashion.
* To ensure that all activities comply with current and relevant legislation and follow best practice principles and adhere to Safe and Sound’s service standards.
* To maintain confidentiality at all times and ensure proper observance of all Safe and Sound protocols relating to confidentiality, GDPR, Health and Safety and Safeguarding children and vulnerable adults.

The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.

**To be successful in this role you will need the following skills, knowledge and experience:**

* A professional relevant qualification and proven experience working with children and families in the field of social work, childcare, education, or child health.
* Knowledge and understanding of sexual and other types of child exploitation.
* Experience of multi-agency partnership working
* Working knowledge of safeguarding legislation and practice.
* Working knowledge of policy, legislation and services relevant to survivors of sexual violence, including the criminal justice system.
* Have effective communication and active listening skills; the ability to work creatively and flexibly and communicate effectively at all levels with a range of individuals, in a variety of different manners, on complex or legal issues.
* Experience of managing a busy caseload, working under pressure and prioritising workload.
* Good organisational and ICT skills (including use of databases to record work).
* A flexible approach to your work, including limited evening and weekend work as required by the role.

It is desirable, but not essential, that you already possess an accredited ISVA qualification.

**Notes:**

1. Safe and Sound works with and develops services for young people using safeguarding principles and values.
2. The post holder will need to be always mindful of the delicate working relationship with organisations and other professionals.
3. Safe and Sound operates with a small work force in which every member of the team is expected to work flexibly in order to contribute to the overall objectives and mission of the charity thus staff are expected to provide cover for colleagues as directed by line management.
4. The service will be offered and carried out in a manner regardless of ethnicity, gender, social class, ability, religious affiliation and sexual orientation of the service users or other Safe and Sound employees.
5. Safe and Sound reserves the right to alter the content of this job description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.
6. The role holder will be expected to ensure that all services comply with current and relevant legislation and follow the best practice principles as appropriate for the charity.
7. The role holder will be expected to keep up to date with external developments within the sector, identifying innovative opportunities and advise on new and appropriate approaches for the charity.
8. Training, mentoring, and coaching will be encouraged.
9. This is a Display Screen Equipment (DSE) user regulated post.

**Core Competencies**

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| **Communication** | **Getting Things Done** |
| The ability to interact and effectively communicate skills with a range of audiences, both at a written and spoken level.   * Speaks clearly and concisely * Listens without interrupting * Uses appropriate body language and tone of voice * Adapts style (written & spoken) to suit audience * Avoids jargon * Presents information in a way that others can understand | The ability to put in the necessary effort to achieve results and remained focused during testing times. Set agreed standards and/or deadlines.   * Able to act on own initiative * Meet agreed deadlines * Organise own workload, with minimal direction * Recognises what needs to be done & does it * Remains motivated and focused despite setbacks or distractions * Puts in extra effort, when necessary |
| **Making Good Decisions** | **Effective Relationships** |
| The ability to analyse and resolve problems in a timely and appropriate manner.   * Make decisions within relevant legislative frameworks. * Explores the issue from a number of angles * Digs beneath the surface to identify the real issue * Where appropriate, involve others in making decisions * Work with ambiguity * Avoids getting bogged down in detail * Makes timely and appropriate decisions * Recognises the wider impact of decisions | The ability to form supportive, empowering relationships with others, including young people.   * Treats people with respect * Builds on common values/purpose * Shows empathy * Demonstrates confidence in others’ abilities * Avoids creating dependency * Manages conflicts when needed * Actively seeks ways to work with others * Work collectively (internal & external) to achieve goals |
| **Influencing Others** | **Adaptability** |
| The ability to influence and engage others to achieve the most effective outcomes.   * Presents information in a compelling way * Provides rationale and/or benefits for ideas * Challenges appropriately * Understands the needs of others and adapt message to suit * Handles questions confidently and assertively * Negotiates the best possible outcomes | The ability to work effectively with ambiguity, shifting priorities, and rapid change.   * Works productively in the face of ambiguity or uncertainty * Deals constructively with mistakes and setbacks * Readily adapts to different ways of doing things * Seeks opportunities to acquire new knowledge and skills * Responds flexibly when priorities or needs change * Accepts feedback openly, without becoming defensive |