

**Job Title:** VAWG/IDVA Complex Needs Specialist Advocate  
**Reporting to:** Programmes Manager  
**Salary Band:** £29,000 - £31,000 per annum full time equivalent  
**Hours:** 21 hours per week  
**Location:** Camden  
**Service:** Hopscotch VAWG Service in partnership with Solace Women's Aid (WiSER)

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## The Role

- Assertive outreach casework with very vulnerable women
- Responsible for supporting three women in the Borough of Camden
- Intensive support for complex needs with service users with a history of non-engagement with services

## Accountabilities:

### Casework

- Solution-focused casework interventions with women who have experienced VAWG and severe and multiple disadvantage
- Provide emotional support using a trauma informed approach
- Build and maintain supportive relationships with ethnically Minoritised women
- Ensure ongoing assessment and management of risks associated with service users within an attitude of 'positive risk taking'
- Provide support with life skills, including practical assistance where skills are not yet developed
- Maintain accurate case notes and up to date records
- Contribute to the completion of outcomes reports and funding returns
- Complete all WiSER documents when support work commences and keep up to date with any changing risks to or from the woman.
- Risk assess situations in the moment, act calmly, professionally and be ready to remove self from/ call 999 in situations that appear too high risk to remain in

### Advocacy and support service

- Empower women to access benefits and services they need
- Involve service users in the design, development and delivery of the service

### Multi-agency

- Engage with a wide range of professionals (some of whom may have very different approaches to problem solving) through a multi-agency approach, and advocate to agencies on behalf of the Project and its service users
- Promote coordinated, joined-up service delivery for service users between violence against women services and drug and alcohol agencies, mental health, housing, health and legal agencies.
- Contribute to a service-wide communications plan and ensure that information about the service is widely available locally to other agencies and is also readily accessible to potential service users
- Educate a wide range of agencies and stakeholders about the challenges faced by women experiencing multiple disadvantage
- Proactively develop links with local statutory and voluntary organisations to provide a range of engagement opportunities for service users in the community

- Attend and contribute to the Domestic Violence MARAC as appropriate
- Contribute to monitoring and evaluation of the Project
- Be self-motivated to research processes and services in order to fully support and advocate for the women.
- Fully engage with the WiSER team and all support and team spaces offered, supporting colleagues with the difficulties they face and celebrating positive outcomes.

## Corporate Responsibilities

- Ensure that all Hopscotch and Solace's policies and procedures are adhered to
- Ensure effective implementation of Hopscotch and 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
- Act as an ambassador for Hopscotch and Solace

## Why Hopscotch?

- An opportunity to live out your values of human rights for those most in need
- Working in a human rights environment
- A chance to challenge the status quo and not settle for what is
- Working with a diverse and vibrant team
- Team positivity, creativity and problem solving
- A place where all voices are heard
- Daily opportunities to make a meaningful impact on those in need
- Competitive annual leave provision
- Occupational sick leave
- Regular internal and clinical supervision with qualified therapists
- Ongoing training with experts from around the country

## Values, Behaviours & Competencies

- **Committed** to the purpose of Hopscotch and Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

## Knowledge, Experience and Skills

- Experience of working within the Violence Against Women and Girls (VAWG) Sector, including experience of risk & needs assessment, casework and safety planning with victim-survivors
- Experience of working with people affected by severe and multiple disadvantage: homelessness, substance use, mental health issues, insecure immigration status, prostitution and offending behaviour
- Experience working with minoritized Global Majority women and a diverse staff team applying anti-discriminatory practice

- Experience of building and maintaining partnerships with other agencies
- An excellent understanding of the issues faced by survivors of VAWG, including a knowledge of options for and rights of women experiencing all forms of VAWG
- Awareness of the intersection between severe and multiple disadvantage and VAWG, and a strong understanding of how the intersection of these issues can make it difficult for people to engage with support
- Knowledge of the particular needs of women from diverse communities and the barriers to accessing support faced by women from Global Majority communities
- An understanding of the impact of trauma on women
- A resilient and assertive approach to reaching out to and building trust and positive relationships with women who are experiencing multiple disadvantage and who may present as reluctant to engage and/or may be presenting in crisis
- Ability to provide solution focused advocacy and support
- Ability to advocate successfully within a multi-agency framework
- Ability to critically reflect on own practice and performance and make use of clinical supervision
- Excellent organisational and IT skills including the ability to be self-servicing, use relevant IT packages and maintain an efficient case recording and data reporting system
- Excellent written and verbal communication skills

#### **Qualifications**

- Degree level education and/or IDVA or DAPA qualification

**We would love to hear from you!**