

<b>Job Title:</b> Family Domestic Abuse Caseworker
<b>Reporting to:</b> CEO
<b>Hours:</b> 9 am to 3pm Monday to Thursday 9 – 11 a.m. Sundays
<p><b><u>Aims of the Role:</u></b></p> <p>To join a successful, professions team at Award Winning registered charity Future Living Hertford (<a href="http://www.futurelivinghertford.co.uk">www.futurelivinghertford.co.uk</a>) providing therapeutic support to all people who are victims of domestic abuse and complex needs and their families, utilising the charities extensive range of holistic services.</p> <p><b><u>Our vision, mission and core values:</u></b></p> <p><i>We envision a world where every person is given the opportunity to flourish and lead a self-directed life and where non-judgemental support is provided to those who need it to overcome difficulties such as recovery from abuse, trauma, addictions, or disadvantaged beginnings.</i></p> <p><i>Our mission is to help anyone who has felt vulnerable through abusive relationships to feel stronger, more empowered, and able to make healthy life choices for themselves and their families.</i></p> <p><i>We aim to help our clients to flourish and regain control over their lives and to regain the sense of self that is so often lost.</i></p> <p><i>We will work tirelessly to support those in need.</i></p> <p><i>Our values define who we are and how we work with one another and with our clients. We firmly believe in:</i></p> <ul style="list-style-type: none"> <li>• <i>Respecting one another</i></li> <li>• <i>Working with integrity and transparency; being accountable and taking responsibility for all that we do</i></li> <li>• <i>Fostering relationships that are built on trust</i></li> <li>• <i>Maintaining an environment that is safe for clients, volunteers, staff and the community</i></li> <li>• <i>Empowering our clients so that they can find their inner strength and freedom to make good life choices</i></li> <li>• <i>Working with consistency and fairness, appreciating diversity and promoting equality for all</i></li> <li>• <i>Working jointly with partner organisations that can increase opportunities and services for our clients and staff.</i></li> <li>• <i>Working in a professional and inspiring way</i></li> <li>• <i>Encouraging a sense of community amongst clients so that support structures can be built</i></li> </ul>



### **Person Specification**

- Experience in domestic abuse or similar type of work with an enthusiasm to support clients.
- Personable, empathetic, reliable, trustworthy, honesty, integrity, non-judgemental with a strong moral compass are all qualities we look for in a team member that works with vulnerable people who have been victims of domestic abuse.
- Able to work as part of a small, professional, and busy team.
- Ability to remain calm in situations of distress
- Flexibility as the charity is proud of its ability to change directions rapidly according to client need.
- Self-motivated, able to work on own initiative and manage time appropriately, with a high standard of professionalism.
- Work within a bounded ethical framework that aligns with the BACP Ethical Framework and with the protocols and policies dictated by the charity.
- Presentable and appropriately dressed, leading clients by example.
- Ability to build a client action plan of recovery.
- Experience of working with people who have been a victim of domestic abuse.

### **Qualifications/Skills required but not essential**

- Training or qualified in counselling skills (person centred or similar)
- Experience of managing a mixed caseload.
- Excellent IT skills including Excel spreadsheets, Word and similar.
- Creative thinker based around solution focused work.
- Experience of working with vulnerable people and victims of domestic abuse.
- Experience of recognising safeguarding concerns and acting appropriately.

### **Preparation for Interview**

- An understanding of the work and services that Future Living offers to the public, including researching our services to inform a discussion. See website [www.futurelivinghertford.co.uk](http://www.futurelivinghertford.co.uk).
- Understanding the impact of this type of work on domestic abuse victims.
- Be prepared to propose an action plan (based on our services) for a particular case.

### **Conditions**

- Hours: 9 am to 3pm Monday to Thursday, half hour lunch break, based at our premises in Vale House, Hertford. 9 – 11 a.m. Sunday mornings at Simon Ball School, Hertford.
- One-year renewable contract
- 6-month probationary period
- Statutory Pension Scheme
- 4 weeks annual holiday after appropriate length of service.
- Obtain two work references.
- Obtain a clean Enhanced DBS check
- Salary – negotiable within range £22,000 to £26,000 for a standard 35 hour working week. (pro-rata for hours worked) dependent upon qualifications and experience.

