



Job Description and Person Specification

Post Title:	Ascent Advocate (Advice Caseworker)
Contract Type:	Funded until September 2025
Hours:	Full Time (35 hours per week)
Salary:	£29 - £32k depending on qualifications and experience
Place of Work:	Hybrid - Southall
Responsible to:	Advocacy Team Leader

Job Purpose:

To provide high-quality and comprehensive advice, information, practical and advocacy support relating to violence against women and girls (VAWG) perpetrated against black and minoritised women and children. To work predominantly with women who are deemed standard or medium risk, across West London.

To assist with educational, developmental, policy and campaigning work arising from advice and casework, with a particular emphasis on those residing across West London boroughs.

Duties and Responsibilities

Service Delivery

- To provide trauma-informed information, advice, support, and advocacy services for victims/survivors of VAWG
- To ensure service users (SUs) receive appropriate and timely access to specialist advice and support to meet their needs
- Where applicable, if SU is NRPF, assist her to access support under various destitution schemes, including the SBS No Recourse Fund and appropriate and timely legal advice.
- To ensure all service delivery is provided in a safe and effective manner, that needs and risk assessments are carried out and that referrals to Multi-Agency Risk Assessment Conferences (MARACs) take place effectively.
- To provide timely and accurate information to manager to ensure compliance with all contract monitoring and performance requirements, in particular relating to Ascent Advice and Counselling (London Councils) and Ascent Advice Plus (MOPAC).
- To ensure that all work is carried out proactively to provide inclusive and non-discriminatory practice and to participate in any training provided to ensure continuous development.
- To promote social inclusion, encourage independence, and develop the personal resilience of women using the advocacy service
- To ensure comprehensive records are completed on case files/ case management system to the highest possible standard, as per SBS guidelines.
- To maintain up to date knowledge on issues relevant to the position, by undertaking training as identified in supervision and appraisal meetings.
- To contribute to and assist in the facilitation of training/ community engagement events to relevant professionals, statutory and community organisations.
- To provide information, as required, for monitoring, evaluation, policy, research, and training purposes.

Multi-agency & Partnership Working

- To ensure that service users who cannot be assisted are referred back to the Ascent Advice Hub (WGN) in a timely manner so that their needs can be considered/ met.
- To ensure service users are referred to appropriate external advice, information, and support agencies and encouraged to engage with a range of SBS services.
- To ensure the service user is at the heart of all service delivery and development
- To undertake Risk Assessments, make timely MARAC and Safeguarding referrals and ensure that high risk service users are referred on appropriately across the West London boroughs.
- To be the 1st point of contact to the lead partner in Ascent Advice and Counselling (WGN) and Ascent Advice Plus (Solace), attending partner-led meetings, as required and providing information and case studies
- Develop and maintain effective relationships with West London partners / key stakeholders to help achieve a coordinated community response to VAWG in West London. Attend community meetings and events as required
- To co-locate within key agencies such as Housing, as requested.
- To support the policy, campaigns & research team to develop impactful policy work based on SBS's advice casework, representing the needs and experiences of black and minoritised victims of VAWG.
- To work closely with Team Leader and the Head of Advocacy, Finance and SMT to comply with financial requirements.

General Responsibilities

- To adhere to SBS's policies and procedures and ensure awareness and integration of an equalities and human rights agenda in all areas of work.
- To ensure compliance with all legal and contractual reporting requirements in relation to service delivery.
- In conjunction with Team Leader and Head of Advocacy to attend and contribute to team/staff meetings, supervision/appraisal, and other meetings as appropriate.
- To undertake any additional duties to contribute to the smooth running of the SBS centre, services, projects and campaigns.

It is essential to the development of SBS' service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Person Specification

Your application should give clear examples of experience, knowledge, skills, and abilities you have gained in both paid and/or unpaid (volunteer) work in relation to the Person Specification criteria.

Specification	Essential or Desirable
Qualifications and Experience	
SafeLives/Womens' Aid IDVA/DAPA qualification, or the willingness to complete this	D
Considerable experience of working with survivors of violence against women and girls within a trauma-informed and inclusive framework.	E
Experience of providing advice, advocacy, or casework services to black and minoritised women and managing caseloads	E
Experience of providing non-judgemental and confidential support to individuals, and of encouraging them to take control of their lives and set realistic objectives and goals	E
Experience of using a case management system to evidence work, in line with monitoring requirements and providing timely information to managers to ensure contract compliance	E
Experience of working within a multi-agency framework	E
Knowledge	
An understanding of the practical, emotional, social, and economic issues facing black and minoritised women affected by domestic violence and other forms of violence and abuse	E
Knowledge of the range of options available to survivors of domestic abuse including safe housing, criminal justice, and civil remedies	E
Knowledge of issues relating to the safeguarding of women, children and vulnerable adults	E
Working knowledge of current immigration, policing, and social housing issues relevant to domestic abuse and other forms of violence and abuse	E
Skills	
Ability to speak a language relevant to black and minoritised women	D
Ability to manage a caseload, prioritise workloads and meet deadlines for self and team	E
Ability to demonstrate empathy for the issues and barriers faced by black and minoritised women	E
Ability to maintain professionalism when dealing with crises and challenging situations	E
Ability to work in partnership, build and maintain effective working relationships with other teams and external organisations that offer services to service users	E
Excellent written and verbal communication skills	E
Ability to use the Microsoft Office suite and case management systems	E
Ability to work flexibly and proactively, with strong organisational and administrative skills	E
Personal Attributes and Circumstances	
A strong commitment to tackling all forms of violence against women and children within a secular framework, and to fighting for the freedoms and rights of women and girls	E
A willingness to work flexible hours where required to meet the needs of service users	E