

JOB DESCRIPTION:
(English/Bengali Speaking Post)

- Job title:** Violence Against Women and Girls (VAWG) Advisor.
(South Asian & Middle Eastern Communities).
- Location:** Hybrid (Between: **East London (main)** - Hounslow & Remote).
- Hours of work:** Part Time: 7 hours/week (Main working Hours 10am – 5pm)
- Salary:** £13.57/hr (£4939.48 /Year)
- Responsible to:** Head of Domestic Abuse Services

Overview:

SHEWISE is a voluntary sector organisation dedicated to empowering marginalised ethnic women and young girls facing multiple challenges, such as gender-based violence, domestic abuse, prostitution, sexual exploitation, trafficking, honour-based violence, mental wellbeing, youth empowerment and women and girls experiencing the criminal justice system.

Operating at the grassroots level, SHEWISE offers a Holistic Empowered Model of Support designed to empower women, young girls, and service providers. Through our intervention and prevention programmes, we aim to bridge the gaps that exist within the current system. Our goal is to help women overcome trauma, achieve financial independence, and build lives free from violence and oppression.

Job Overview:

- To provide specialist, culturally sensitive, bilingual advice and support to South Asian and Middle Eastern women experiencing any form of violence against women & girls (VAWG), including honour & gender-based violence.
- To provide general information on mental health & wellbeing, in accordance with SHEWISE's policies and procedures.
- To promote and maintain SHEWISE's advice & advocacy services and SHEWISE Women's resource Hub.

Commitment

The employee must be committed to the aims, objectives, and values of SHEWISE and work within gender rights and human rights framework.

Key Responsibilities:

1. Client Support:

- Provide specialist, culturally sensitive, bilingual advice and support to women & young girls through SHEWISE helpline, in accordance with SHEWISE's policies and procedures.
- Conduct risk assessments and safeguarding checks for all clients.
- Manage crisis situations effectively, including making referrals to Multi-Agency Risk Assessment Conferences (MARAC) when necessary.
- Ensure child protection and safeguarding protocols are strictly followed.
- Attend local, violence against women & girls (VAWG) advice surgeries.

2. Community Engagement:

- Hold and attend regular advice surgeries and coffee mornings at SHEWISE women's resource hub (SWRH) to engage with the local SAME community and provide accessible support.
- Build and maintain strong links with community organisations to facilitate effective signposting and referrals for clients.
- Attend meetings and community events to raise awareness and support network building.

3. Case Management:

- Maintenance of accurate client records, online databases, filing systems and computer files and gathering of statistics as required by the line manager.
- Maintenance of the client Case Management System.
- Develop and implement individual support plans for clients.
- Monitor and review client progress, ensuring timely follow-ups and adjustments to support plans as needed.
- Monitoring helpline data and identifying any trends and share them with senior management team.
- Attend regular Case management & Team meetings, present client update/reports.
- Monitor Outcomes.

4. Administrative Duties:

- Handle various administrative tasks, including scheduling appointments, arranging Coffee Mornings, maintaining files, and preparing reports.
- Ensure all documentation is completed accurately and in a timely manner in line with SHEWISE policies and procedures.
- Always maintain confidentiality and data protection standards.
- Promoting the helpline's services to a range of stakeholders.
- Occasionally (if required) delivering training workshops and leading discussions online and in schools, colleges, and community organisations on issues such as forced marriages, domestic violence, honour-based violence, child sexual exploitation, wellbeing etc.
- Carrying out duties to support the Line manager and senior management.
- To support volunteers and student placement at SHEWISE.
- Attend necessary training and workshops to stay updated.

PERSON SPECIFICATION: Qualifications and Experience

Listed below are the key requirements needed to undertake this job. All requirements are essential unless otherwise stated. These will form a key part of the selection process.

Essential:

1. Have an understanding and knowledge of issues affecting marginalised minority ethnic women especially those from South Asian & Middle Eastern communities, especially in respect to violence against women and girls.
2. Be fluent in one of the following languages: Hindi, Punjabi, Arabic, Bangladeshi, Farsi or Pashto.
3. Knowledge of risk assessment, safeguarding, and crisis management processes.
4. Have at least 1 years' experience of providing face-to-face and /or telephone advice work either in a paid or voluntary capacity and at least one years' experience of doing individual case work and keeping up to date records of all casework undertaken.
5. Excellent telephone skills in order to be able to communicate with women and other agencies in a clear, meaningful, and non-judgmental way.

6. Strong IT skills and ability to use electronic monitoring to keep records of advice calls.
7. Excellent written communication skills to be able to write reports.
8. Able to work effectively under pressure including prioritising workload and meeting deadlines.
9. Ability to handle with discretion information which may be confidential or sensitive.
10. Able to work on own initiative and as part of a team.

Desirable:

1. Relevant qualifications in IDVA/ISVA or a related field.
2. Experience working in a multi-agency environment.
3. Experience with child protection and MARAC referral processes.
4. Experience of preparing and running training sessions and group work.
5. Practical working knowledge of Health and Safety and welfare issues.
6. Experience of working as a volunteer, or supervising volunteers.
7. Have experience of preparing reports.

Personal Attributes:

1. Compassionate and empathetic with a strong commitment to supporting vulnerable women.
2. Culturally sensitive and respectful of diversity.
3. Ability to work independently and as part of a team.
4. Resilient and able to handle emotionally challenging situations.

Flexibility clause

In order to deliver the services effectively, a degree of flexibility is required, and the post holder may be required to perform work tasks not specifically referred to in the above.

A satisfactory Disclosure records Bureau (DRB) check is required for this post.

Application Process:

To apply for this position:

1st Stage: Please submit your CV and a cover letter outlining your relevant experience and why you are interested in this role to saima@shewise.org.uk by Friday 06.09.24.

2nd Stage: Shortlisted individuals will be invited to attend an interview in week beginning 16th September 2024.

Further Information:

- Please note we will be unable to provide feedback at stage 1 of the application process)
- This role is subject to an enhanced DBS check, clearance is required.
- If successful, references will be requested. To help speed up the process please include references in your CV.
- Please note that in accordance with The Equality Act 2010 (Schedule 9, Part 1, Paragraph 1), this post is open to women only.