

## Sexual Violence Caseworker

**Salary:** Circa £29, 131

**Reporting to:** ISVA Manager

**Hours:** 35 hours – full-time

**Location:** Hybrid model

**Contract:** Fixed-term until September 2025, with extension subject to funding

**Annual leave:** 28 days per annum + Bank Holidays

### Context

An estimated 12,000 men are raped every year and 76,000 sexually abused or assaulted. Yet just 4% of men will tell someone. Of those who do, it takes on average 26 years to do so.

Survivors UK provides specialist support to (cis and trans) men and boys, and to non-binary people, who have been raped, sexually assaulted or abused. Our aim is to help any man, boy, or non-binary person, to have the confidence to tell someone what's happened to them, and to know that it's OK to seek help. When they do, we want to ensure they have access to the right support so they can deal with the impact of their experiences.

We provide emotional support, information and signposting to survivors and anyone worried about someone they know, through a national website and webchat service (open till 8pm most evenings).

In London, we are the only organisation providing specialist services for men and boys, including individual counselling and therapeutic groupwork. Across London, we provide the capital's only Independent Sexual Advisor (ISVA) Service that helps men, boys and non-binary people exclusively through the criminal justice system.

### About the role

The post holder will provide casework and practical support interventions to survivors of sexual violence. The postholder will ensure survivors are aware of their social welfare rights, options and entitlements and assist them in accessing key services such as social services, housing, and benefit agencies.

Clients are typically offered support for a minimum of three months, with regular check ins.

**This post is subject to a DBS Clearance**  
**Survivors UK is an equal opportunities employer.**

## Responsibilities

### Service Delivery

- Deliver support in a timely manner, via phone, video call and face-to-face.
- Provide empowering and empathetic support, and information and advocacy that enables survivors to access their rights and make informed choices.
- Enable survivors of sexual violence and abuse to understand and access their rights, options and entitlements
- Signpost and refer survivors to specialist organisations to support their needs such as housing, benefits, health, education etc, including liaising with the organisations.
- Provide high quality listening and emotional support
- Develop links and effective partnerships with external organisations working in the field of social welfare, including immigration, housing and child welfare
- Develop action plans to help survivors address emotional and practical needs
- Support clients to fill out forms, such as benefit forms, housing applications, and draft letters of support
- Respond to emergency cases effectively, arranging short term provision such as hardship payments, food and shelter as well as longer term solutions
- Monitor individual client's progress
- Escalate risks appropriately, in accordance with our safeguarding and risk processes

### Case recording, Monitoring, and Feedback

- Collect, record and maintain accurate and timely data and casenotes on our CRM
- Collect and review outcomes and feedback regularly

### Working Collaboratively

- Maintain good working relationships with other support services
- Collaborate with colleagues and specialist agencies to share learning & best practices
- Actively contribute towards the development of the service
- Participate in all staff meetings and team meetings

### Other

- Adhere to company policies, including safeguarding and confidentiality protocols
- Attend regular general and clinical supervisions
- Attend events to promote the service and organisation as a whole, including participation in fundraising activities

**Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive. The post-holder will be required to carry out additional duties from time to time, and such duties will be commensurate with the role.**

## Person specification

### Essential

- Experience working in the field of sexual or domestic violence and/or with vulnerable clients in a support service.
- Excellent written and verbal communications skills with a range of stakeholders including survivors, statutory and voluntary organisations. This includes the ability to explain complex information and options in an accessible way.
- Knowledge of welfare rights and entitlements, including housing and homelessness, welfare benefits and health services.
- Knowledge of services, both statutory and voluntary, which provide support to the survivors and how to access them.
- Experience of providing emotional support in a professional capacity, communicating with sensitivity to survivors who could be in distress or crisis.
- IT proficiency, including skills in using databased and Microsoft Office applications
- Ability to travel within a geographical location in London for face to face support as and when required.
- Experience of working within strict safeguarding and risk assessment processes
- Experience of managing and prioritising a busy caseload
- Demonstrable commitment to equal opportunities, with a non-judgemental approach to helping men, non-binary, and trans people
- A commitment to the values, ethos, and mission of SurvivorsUK

### Desirable

- A commitment to learning and professional development
- Evidence of continuing professional development and relevant professional qualifications/training.