



# FIRST LIGHT

## ROLE PROFILE

<b>Role Title</b>	Case Coordinator	<b>Service</b>	DA&SV Service Cornwall
<b>The Role</b>	<p>The Case Coordinator will:</p> <ul style="list-style-type: none"><li>• Support a victim through the referral pathway from crisis to recovery.</li><li>• Ensure that the victim feels supported, listened to and believed.</li><li>• Be the nominated case manager and point of contact for the victim and their family.</li><li>• Support the safety planning, monitor risk (including escalation to high risk IDVA and safeguarding concerns).</li><li>• Broker recovery support packages (recovery programs, therapy, peer support, onward referral and access to surgeries across CIOS)</li><li>• Signpost/refer and broker access to information advice and support.</li><li>• Provide the continuity of support to all victims not assigned a front-line support worker.</li><li>• Maintain accurate and confidential electronic case management records and contribute to monitoring for the service.</li><li>• Continually assess and regularly review the victims risk and needs and use a Trauma informed and Think Family Approach to keeping victims and their families safe.</li><li>• Review service plans and intervention with victims and document progress to assist in a plan to move to independent sustainable living.</li><li>• Manage and review the case loads they hold ensuring the service is user centered, cost effective, efficient and responsive to the needs of clients and professionals.</li><li>• Facilitate outreach and drop-in services in community-based locations across Cornwall and the IOS</li></ul> <p>The Case Coordinator will need to be highly motivated, flexible and able to work unsupervised on a day-to-day basis holding a high volume of cases.</p>		
<b>Reports to</b>	CC & Helpline Team Leader	<b>Salary</b>	£19,500 per annum

<b>Behavioral Competency</b>	<b>Level</b>	<b>Definition Statement</b>
Achievement	2	Achieves significant progress in the long term and wider performance of the Agency. Sets out to be the best – has own measures of excellence and works to these.
Analytical Thinking	2	Looks objectively at every side of an idea or situation to ensure that all outcomes are thoroughly assessed before deciding on the appropriate course of action. Analyses complex situations by looking at multiple causes and effects.
Client Focus	3	Always works closely with victims, developing an independent view of their needs and acting in long-term interest.
Initiative	3	Takes action to avoid imminent problems and looks for ways to achieve greater results. Works flexibly and can respond to challenge.
Flexibility and Adaptability	2	Dependent on the individual situation, to accomplish tasks or activities more effectively. Responds effectively to changing circumstances. Remains focused when faced with competing demands. Makes reasonable adjustments to ensure maximum effectiveness and motivation of self and others.
Ethics & Values	2	Fosters a climate of trust within the work team and contributes to policies and procedures to deal with difficult situations around confidentiality. Can interact with others fairly and objectively. Sets a strong example through own behaviour.
Professional Confidence	2	States confidence in his or her own ability and is prepared to stand by difficult or unpopular decisions. Looks for and gets new responsibilities. Praises the work of others. Does not advance own career by tarnishing the reputation of others.
Planning and Organising	3	Organise work according to project and time management principles and practices and plans contingencies to deal with the unexpected.
Self-Awareness	2	Uses coping mechanisms to deal with difficult or emotional situations over time. Sets up support structures to manage stress levels on a proactive basis. Understands need to be strong and positive in the face of adversity but also recognises areas of one's own weaknesses and when to seek guidance and support.
Team Working	2	Proactively shares information and learning with colleagues. Addresses conflicts or issues within the team in a positive manner. Provides clear feedback to team members. Uses understanding of different interests and agendas to achieve positive outcomes.

### **Safeguarding**

Adult and child safeguarding is everyone's responsibility and local partnership working is essential to ensure there is consistency within counties in how adults and children are safeguarded from abuse and neglect. It is vital that all staff understand their roles and responsibilities, and work in ways that safeguard adults and children who use the services at First Light. Expectations of staff are set out in our safeguarding policies, which are regularly updated to meet the local safeguarding board requirements.

<b>Key Activities</b>	To provide a pro-active service to victims of domestic abuse to keep them and their children safe.
	To support the safety planning, monitor risk and continuing the assessment process to identify relevant support.
	To provide the continuity of support to all victims and their family not assigned a front-line support worker.
	To continually assess and regularly review the victims risk and needs using a Trauma informed and Think family approach.
	To review service plans and intervention with victims and document progress to assist in a plan to move to independent sustainable living.
	To understand and actively use the legal framework relating to the protection of children and vulnerable adults
	To support victims through the legal process, explaining the procedures and their role and rights within that system.
	To assist the victim in developing their own support network.
	To be the nominated point of contact for the victim and their family.
	Broker recovery support packages.
	To facilitate outreach and drop-in services in community-based locations across CIOS.
	To maintain accurate and confidential electronic case management records and contribute to monitoring for the service.
	To manage and review the caseloads, ensuring the service is user centered, cost effective, efficient and responsive to the needs of victims and professionals.
	Work flexibly including out of hours as and when required to do so.
To undertake any duties as may be required from time to time commensurate with the grade of the post.	

<b>Key Results</b>	<b>Key results to be agreed annually at appraisal and may include:</b>
	Performance indicators relating to national occupational standards
	Service Manager Feedback
	Client, Colleagues and Stakeholders Feedback
	Performance review against stated team objectives
	Quality Assurance of case work
	Service User feedback
	Other projects as defined by the Service Manager

## PERSON SPECIFICATION

When completing your application form how you provide evidence that you meet the criteria below will be used to decide whether you are shortlisted for interview. Refer to the role information and person specification and tell us how your skills and experience match. Use examples where possible from the last 2-3 years and detail the situation or task, your action(s) and the result. If you are applying for your first job, provide examples of other relevant experience that will help us decide your suitability e.g. gained through education, volunteering, hobbies etc

	Essential / Desirable
<b>EDUCATION, QUALIFICATION AND TRAINING</b>	
Literacy skills and experience working with databases	E
Hold a relevant degree, or demonstrable equivalent experience, or vocational qualification	E
Full Driving Licence	E
<b>EXPERIENCE</b>	
Supporting victims of domestic abuse, or working with vulnerable people	E
Managing a high caseload of cases with complex needs	D
Working within a multi-agency and legislative framework	D
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	
Have a good understanding of domestic abuse including the impact of domestic abuse and their children	E
Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children	D
Understand safeguarding issues (children and vulnerable adults) and the legal responsibilities surrounding these issues.	E
Understanding the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children	E
Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals	E
Have strong crisis management skills and the ability to deal with stressful and difficult situations	D
Handling confidential and sensitive information appropriately	E
Understand the remits and resources of relevant statutory bodies and voluntary services.	D
Understand and be committed to equal opportunities and diversity issues in policy and practice	E
<b>PERSONAL</b>	
Act with integrity and respect when working with all clients, agencies and individuals	E
Work flexibly as part of a team	E
Able to maintain personal and professional boundaries	E

### Short listing criteria

3 points	=	fully meets criteria
2 points	=	mostly meets criteria
1 point	=	partially meets criteria but falls short on key aspects
0 points	=	does not meet criteria