

8/09/2017

DOOR OF HOPE CASE MANAGER (S)

Dear Applicant,

Thank you for expressing an interest in the above posts. We are recruiting two Case Managers who will work closely together. Please find enclosed in this Recruitment Pack the following information:

- 1) Information for Applicants (p.2)
- 2) Job Description (p.3)
- 3) Person Specification (p.5)

Please complete the APPLICATION FORM giving as much information as you can that is relevant to the job you are applying for.

- It is important to us that you complete the **Equal Opportunities monitoring form**. This sheet will be detached from your application and kept separately until we need to contact you. The information given on it will not be used to make decisions about who is short-listed or recruited. This post is restricted to female applicants only under Section 9 of the Equality Act 2010.
- Make sure that you demonstrate in the application form your ability to meet the requirements of the Job Description and Person Specification, by giving clear, concise examples of how you meet each criterion, **especially those set out in the Person Specification**.
- The terms **Essential and Desirable** in the Person Specification refer to the importance we will give to your answers when we read your application.
- You must have all the Essentials to be able to do the job on day one. You may need to acquire the Desirables in order to do the job, but they can be learned in the post.
- We recognise our responsibility to remove any barriers in our recruitment process. If you have identified any barriers in the Job Description or Person Specification, please tell us of these in your application. We are committed to making any reasonable adjustment to the job where possible, and it would help us to know your needs in order to do this.

Shortlisting: Friday 29th September 2017

Interviews: Tuesday 3rd or Wednesday 4th October 2017 in London

Potential start date: 1st November 2017

Completed applications should be emailed to office@beyondthestreets.org.uk . We look forward to receiving your application.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Josephine Knowles', written in a cursive style.

Josephine Knowles
Director of Services

1) Information for Applicants

Equal Opportunities

Beyond the Streets sets a high standard for both its employment practices and its work. Many of our roles are restricted to Female applicants only, however people are recruited based on their merits, skills and abilities. We work towards ensuring that no job applicant or employee receives less favourable treatment on the grounds of racial group, origin or nationality, disability, marital status, age, sexuality, political or religious beliefs or trade union activity.

Ethos

As a charity inspired by Christian values, we have a number of key elements that are seen within our work. These are core to our organisational culture and shape our working practices and service delivery. This means:

- 1) We seek to show genuine care and be inclusive and recognize the intrinsic value in all people.
- 2) We see everyone as equal in diversity and work to see everyone treated in this way.
- 3) We believe in transformation and will work to enable people to see positive change in their lives.
- 4) We take a long-term approach and see the importance of persevering and celebrating progress.
- 5) We see the value of working together, addressing conflict and partnering to see lives changed.
- 6) We are sensitive to the misuse of power and recognize the importance of working alongside those we seek to serve.

Whilst these are our organisation's core beliefs, we will never look to impose them on anyone. Anyone looking to join the Beyond the Streets team, either as staff or in a voluntary capacity must respect this ethos and will be expected to work within this framework to assist the charity towards achieving our vision of ending sexual exploitation. Beyond the Streets has adopted the Faithworks Charter (see [here](#)).

At Beyond the Streets, we come in to contact with groups and individuals from various perspectives on prostitution/selling sex and value this diversity highly. Having said this, over the years our perspective has developed and has been informed by our service users. We recognise that the routes into prostitution and women's experiences of the sex industry vary but, overall, we view prostitution as a form of 'violence against women and girls' (VAWG) due to the harm we have found to be inherent. Central to this perspective is an understanding of the abuse of power and/or vulnerability faced by those who are sexually exploited.

Short-listing

If you have not been contacted within a week of the closing date for the job application, please assume your application has been unsuccessful on this occasion and we thank you for taking an interest in working with Beyond the Streets.

2) Job Description

Case Manager

The Door of Hope Project which fulfils the LBTH council funded 'Prostitution Support Programme'

Location: Tower Hamlets, East London

Hours of work: 35 hours per week

Leave: 25 days leave, plus 8 days Bank Holiday Leave

Salary: £25,000 to £27,000 depending on experience (includes London weighting)

Line Manager: Development Manager

Pension: 5% Contribution

Duration: Fixed Term Contract of 18 months, with the possibility of extension up to 3.5 years subject to successful delivery continuation of service (MOPAC funded)

This post is restricted to female applicants only under Section 9 of the Equality Act 2010.

Purpose of the Organisation

- Ending sexual exploitation through enabling routes out for women involved in prostitution.
- Recognising the barriers to exit and providing women in the sex industry with direct support to overcome these.
- Enabling new projects and developing and equipping a network of 30+ affiliated projects in the UK.
- Alongside survivors, influencing policy, practice and public discourse in the UK.

Scope of the Job

- Case managing women with complex needs who want support or to exit street based prostitution
- As the role develops we would need to develop a focus on **Criminal Justice System** and **Health and Exiting**. Please state if you have an interest in either focus
- With the Door of Hope Coordinator and the other Case Manager and in consultation with Service Users establish a Case Management service, including a Drop-in and floating support sessions for women who are selling sex on the streets
- Advocacy and referral to Multi-Agency Meetings, including the Tower Hamlets Prostitution Partnership (THPP) and DV MARAC, along with support services in Tower Hamlets
- Effectively monitoring client work, preparing reports and ensuring Council targets are met
- Being on the rota on the late night/early morning outreach shift to ensure smooth delivery of the service and continuity between the outreach and case management service
- Representing the organisation at specified events and networks locally
- Participation in Beyond the Streets annual fundraising and awareness campaign – the NO-vember campaign (www.no-vember.org.uk)
- Contributing to the overall client support strategy of Beyond the Streets in conjunction with the Director of Services

Duties and Key Responsibilities of Case management

- 1) To work in a flexible, woman-centred, trauma informed and strengths based approach; recognising the woman as an expert of her own experience.
- 2) To support women to build their confidence and self-esteem enabling them to develop strategies to put control, direction and purpose into their lives within a supported environment.

- 3) Complete assessments with clients to ensure that structured support and care plans are in place and are regularly reviewed, with clear goals and objectives that are client-led and agreed with service users.
- 4) To provide intensive personalised support with a bespoke, holistic and integrated wrap-around service to clients encompassing a range of risk, health, social and relationship needs.
- 5) Case manage women involved in prostitution to overcome the barriers they face in exiting e.g., mental health, housing, substance misuse, homelessness, poverty, domestic abuse, sexual violence, the criminal justice system; to make positive steps forward with their lives.
- 6) Commit to taking a multi-agency approach to client support. Identify and develop strong working partnerships and links across Tower Hamlets' voluntary and statutory services to improve options for service users.
- 7) Identify and refer women who would benefit to Tower Hamlets' Prostitution Partnership (THPP) and Domestic Violence MARAC and attend all THPP meetings as a stakeholder.
- 8) Enable women to access other support services by building good working links and ensure women are getting the right support.
- 9) Take into account the spiritual, religious, pastoral and cultural needs of service users.
- 10) Use a range of qualitative and quantitative tools to monitor women's journey of progress.

Development work: establish a Drop-in

- 11) Establish a Drop-in within Tower Hamlets (including addressing all access and policy issues) and provide 2 sessions per week, with the help of volunteers.
- 12) Provide support for women accessing the Drop-in; in crisis and on-going basis.
- 13) Undertake risk assessments (including safeguarding) and safety planning with women.
- 14) Recruit and equip a team of volunteers to help staff the Drop-in.
- 15) Maintain security of the Drop-in, comply with all policies and procedures for safe working practices for the women, staff, volunteers and visitors and adhere to safety and emergency procedures.

Team-working

- 16) Invest in the team and work collaboratively in order to share the case load.
- 17) Attend staff meetings, internal case management meetings, briefings / debriefing, and handovers as needed.
- 18) Attend the annual team day and any other training provided.
- 19) Work safely and considerately in all Beyond the Streets' offices.
- 20) Liaise with volunteers to support and increase the impact of the project.

Data Management

- 21) Responsible for entering all cases and notes onto the Nebula case management system.
- 22) Contributing towards data collection and impact recording (via Salesforce and an internal Impact Report) and provide data for reports to trustees and other funders.

Supervision

- 23) Commit to supervision sessions with your line manager and to external supervision.
- 24) Commit to a good working relationship with the whole Beyond the Streets team (based in East London and in Southampton) supporting the healthiness of the team.

3) Person Specification		
Criteria	Essential/Desirable	Measured
1. Education, Qualifications	Essential <ul style="list-style-type: none"> a) Degree /equivalent qualifications in counselling, social work, nursing, mental health, probation b) And/or significant work/life experience 	Application Form/ Interview
2. Experience	Essential <ul style="list-style-type: none"> a) Experience of working with women in prostitution and /or vulnerable women b) Experience of working with safeguarding policies and procedures c) Experience of drop-in and/or 1-1 case work d) Experience of maintaining clear boundaries, crisis management skills and the ability to cope with stressful client based situations Desirable <ul style="list-style-type: none"> a) Experience of working within the criminal justice system and/or Health/Exiting prostitution (please state) b) Experience of service user involvement c) Working in a trauma and gender informed approach d) Experience of Tower Hamlets' services e) Direct experience of the charity sector 	Application Form/ Interview (Drop in Exercise)
3. Skills /Abilities	Essential <ul style="list-style-type: none"> a) Ability to case manage and prioritise work load b) Excellent communication skills, a level of numeracy, literacy and comprehension that enables you to prepare and maintain case records, communicate in writing with other agencies and analyse written and numerical information and produce policy briefings c) Ability to work alone and part of a wider team d) Ability to build strong relationships and partnerships e) Strong IT skills (Word, PowerPoint, Excel, Database) f) Ability to make a homelessness application Desirable <ul style="list-style-type: none"> a) Knowledge of the DWP Welfare Systems (basic Housing Law) b) Experience of accessing support for women regarding their mental health assessments c) Experience of problem solving or developing exiting strategies 	Application Form/ Interview (Case Study)
4. Personal Qualities	Essential <ul style="list-style-type: none"> a) Able to positively work within our ethos (see p.2) b) Aware of and respect equality and human rights of colleagues and service users c) Highly developed sense of self-awareness, and ability to work with different points of view d) Committed to the national vision and values of Beyond the Streets as well as the local vision of Door of Hope e) Self-motivated and adaptable -flexible to changing environments and holistic ways of working 	Application Form/ Interview