

Casework Coordinator: Gender-Based Violence Project

Job Level	2B	Kornferry Function	MHA12
Directorate	UK Operations	Function/Service	Migration and Displacement
Direct Reports	0	Indirect Reports	0
Line Manager Title	Gender-Based Violence Project Officer	Budgetary Responsibility	N/A

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Role description:	
Purpose	The GBV Casework Coordinator (GBV) will provide dedicated support to vulnerable migrant women who have experienced Gender-Based Violence and face complex needs. The role will focus on coordinating and delivering casework services, undertaking a range of duties designed to develop, maintain and promote the service.
Key Responsibilities	<p>Service delivery and development</p> <ul style="list-style-type: none"> • Ensure high-quality, person-centred, trauma-informed casework is delivered to service users by providing specialist casework work support in the areas of housing, immigration, health, integration and safety to migrant women experiencing GBV. • Deliver services to agreed standards, including the Immigration Advisers Authority, and in line with relevant policies, procedures, and good practice. • Ensure services are accessible and promoted in a gender- and culturally-sensitive manner, aligned with equality, diversity, inclusion guidance, and safe practice. • Work with the line manager to review access to service, the referral pathway and explore project development opportunities. • Reflective practice is used and promoted for development purposes. <p>Volunteer Management</p> <ul style="list-style-type: none"> • Works with line manager and other departments to ensure future requirements for volunteers are identified within a workforce plan. • Volunteers receive effective line management support to enable delivery of casework functions of the service.

	<ul style="list-style-type: none"> • Relevant policies, procedures and good practice are understood and adhered by volunteers to ensure a safe, effective and efficient environment and service delivery in line with agreed standards. • Works with the volunteer recruitment team to ensure effective recruitment and induction volunteers as required for the service. <p>External partnership and sector engagement</p> <ul style="list-style-type: none"> • Services are delivered and developed in coordination with the wider sector. • Good working relationships with external partners are developed and maintained as required for the role and with reference to line manager. • Develops and maintains effective referral pathways to ensure holistic package of support for service users. • Provides technical guidance to external agencies regarding rights and entitlements of service users where appropriate. <p>Data and Risk management</p> <ul style="list-style-type: none"> • Follows procedures, policies and guidance to ensure a safe, effective and efficient environment. • Casework risks are identified, managed and/or escalated as appropriate. • Safeguarding concerns are identified and receive appropriate responses according to policies, procedures and good practice. • Electronic and paper-based filing and database systems are maintained in accordance with quality standards and data protection. • Provides project updates and reports as required and works collaboratively to ensure effective information management systems are in place. • Confidentiality and data protection is maintained in relation to all aspects of the service. <p>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</p>
<p>Knowledge & Skills <i>*Essential marked using the asterisk symbol (*)</i></p>	<ul style="list-style-type: none"> • Knowledge of the relevant legal and casework pathways available to migrant victims/survivors of Sexual and Gender Based Violence (SGBV)* • Understanding of relevant context, asylum and immigration policy, working practice and legislation including people with insecure immigration status and/or subject to 'No Recourse to Public Funds' restrictions.* • Working knowledge of the relevant legislation and practice relating to child and adult safeguarding.*

	<ul style="list-style-type: none"> • Excellent verbal and written communication skills in English, including: the ability to communicate effectively with people whose first language is not English directly and through interpreters.* • Excellent team working skills.* • Ability to provide sensitive, safe and empowering support to distressed people in vulnerable situations and advocate on their behalf.* • Organisational and time management skills – planning, managing, monitoring and prioritising own and others workload. • Reflective practice – ability to pause, draw out learning from experience, listen to others and improve practice. • IT literate. Ability to use email, word processing, database and spread sheet packages.
Experience <i>*Essential marked using the asterisk symbol (*)</i>	<ul style="list-style-type: none"> • Experience in delivering complex SGBV casework to migrant women.* • Experience of delivery casework to vulnerable clients.* • Experience of cross-agency partnership and collaborative working.* • Experience of working with volunteers. • Experience of maintaining effective working relationships.
Additional Requirements	<ul style="list-style-type: none"> • Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic). <p><i>This post is restricted to female applicants as there is a genuine occupational requirement due to the nature of the role. The focus of this role will be to work with and support vulnerable female migrants. The post holder will be working with survivors of Sexual and Gender Based violence, Female Genital Mutilation, Forced Marriage and Trafficking. This advert and post is covered by the Equality Act 2010, Part 1, Schedule 9.</i></p>

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	Adult & Child Workforce
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/None
Driver Check	Yes/No
International Roles Only	
International Police Check	No
International Driving Licence for manual cars	No

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.