# Nepali Speaking Domestic Abuse Advice Worker

Job pack

Thanks for your interest in working with Citizens Advice Rushmoor. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of Citizens Advice and Citizens Advice Rushmoor
* The role profile and personal specification
* Terms and conditions
* What we give our staff

**Want to chat about this role?**

If you want to chat about the role further call Aliza Gurung on 07741 261387 or email aliza.ag@citizensadvicerushmoor.org.uk. (*Please note we have limited capacity to talk in depth with applicants prior to interview).*

 **Our values**

**We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.

**We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.**

**We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively.

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|  | **3 things you should know about us** |

1. **We’re local and we’re national**. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.
2. **We’re here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.
3. **We’re listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# Overview of Citizens Advice

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| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members, each of which is an independent charity.  This role sits within our network of independent charities, delivering services from   * + over 600 local Citizens Advice outlets   + over 1,800 community centres, GPs’ surgeries and prisons   They do this with:   * + 6,500 local staff   + over 23,000 trained volunteers   Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live. |  |

**The project**



This one-year project aims to respond to pressures caused by the pandemic, which have made it more difficult for victims of sexual and domestic abuse to access support. Thanks to the Hampshire Office of the Police and Crime Commissioner, we are able to offer this exciting opportunity to expand the existing domestic abuse service offered by Citizens Advice Rushmoor.

We want to use this opportunity to help overcome some of the stigma and barriers faced in the Nepali community, developing models of working that have proved successful, and reach out to more people - particularly those not currently using the service.

We are able to use our role as a free, independent and trusted advice service to ensure domestic abuse survivors can address the practical issues such as benefits, housing and money issues – as well as link to the right services to help them to choose the right options to ensure their safety.

 **Role profile**

The role will work with our qualified Independent Domestic Violence Adviser (IDVA) to support and develop work to reach out to the community. Focusing on the Nepali community, you will develop new ways to support those individuals to feel safe and secure in addressing issues of domestic abuse.

You will also have opportunities to develop your experience and understanding of domestic abuse, the legal routes available, and the work required to support individuals follow the right option for their individual circumstances.

Your work will include practical support for legal and related paperwork (eg for court appearances); and provide an initial point of contact for people wishing to seek help with their situations.

You will be confident with your communication skills in reaching out to a wide range of people – in person or through online platforms. You will be well organised in managing and prioritising a busy workload.

We’ll give the successful applicant a full induction to Citizens Advice, and the domestic abuse work requirements. You do not need experience in Citizens Advice, or the advice sector more generally, although this will be an advantage.

You will be part of a supportive team of Nepali speaking staff, who have developed specialist knowledge in working with the local Nepali community.

**As an organisation, the Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome people from all backgrounds.**

** Citizens Advice Rushmoor**

We are a thriving, independent local charity, and a high-performing member of the Citizens Advice network – evidenced by a recent national award in the Citizens Advice network for its work in “Championing Equality”. People come to us for support on a wide range of issues, but they have one thing in common: they need help, often urgently. Our advice changes peoples’ lives, supporting them through difficult and challenging times. We deliver free, independent advice on a range of topics via our telephone, email, webchat and face to face services. Our core service relies on volunteers who expertly support many of our clients: we also deliver a number of specialist services and projects.

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# Job Title: Nepali Speaking Domestic Abuse Advice Worker

**Project:** Overcoming Stigma for Safety from Abuse **–** *a one-year project to reach out to vulnerable Nepali young and older people not currently accessing services experiencing domestic or sexual abuse.*

**Job Title:** Project Coordinator BAME Communities

**Reporting to:** Nepali Domestic and Sexual Abuse Project Coordinator

**Salary:** £22,241 full time equivalent (£11.56 per hour)

**Hours of work** Flexible – open to part time or full time options to fit with funding available

**Location:** Remote working combined with office base in Aldershot

**Contract:** One year fixed term post

We are currently reviewing our policies around home and office working.

Currently all roles are home-based due to the pandemic, but as restrictions allow we are likely to move to a hybrid model of home and office working. It is expected that you will be able to travel to offices and locations across Hampshire as required (within work hours) using Rushmoor as your base.

**Role purpose:** The role will build on existing work, to extend the reach of domestic abuse support, to include out of hours work, setting up support networks (including social media) and providing practical support with domestic abuse cases. It will provide excellent experience and training opportunities for someone wishing to progress in this field.

*Main tasks:*

1. Work to extend the availability of the project for calls outside of normal office hours, dealing sensitively and appropriately with callers, and referring on as appropriate.
2. Develop new channels for clients to make contact in relation to domestic abuse, including setting up a dedicated Facebook page, and social media, formal and informal networks.
3. Build on awareness raising work, to further develop understanding of domestic abuse, to overcome stigma and cultural barriers.
4. Organise events or activities which will help bring people together to understand the impact of domestic abuse, and identify prevention and redress.
5. Under supervision, provide practical support with domestic abuse casework administration, potentially to include drafting victim statements, letters, immigration applications and supporting documentation – working with the Courts, Police, GPs, Legal Aid etc.
6. Work collaboratively with the wider Nepali speaking team in Citizens Advice Rushmoor, attending meetings as needed.
7. Undertake other duties as may reasonably be required within the scope of the role.
8. Attend and successfully complete any relevant training and induction activities, including developing and maintaining Information Technology proficiency to support your work requirements.
9. Maintain appropriate records to meet management and reporting requirements.
10. Ensure that work reflects and supports our Equality and Diversity activities and approach
11. Comply with all of Citizens Advice Rushmoor’s published policies and procedures, with attention to Health and Safety, Risk Management, Confidentiality, Home Working policies and Equal Opportunities.
12. Uphold the aims and principles of the Citizens Advice service.

 **Person specification**

**Essential**

1. An understanding of domestic and sexual abuse, including the impact on victims, and the need for sensitive and non-judgmental engagement, as well as managing risks to maintain safety.
2. Strong written and spoken communication skills in Nepali and English, with a good understanding of Nepali culture and traditions.
3. Good computer literacy, with experience of using social media to engage people appropriately.
4. Excellent attention to detail, with ability to manage administration and paperwork to a high standard.
5. Ability to work in a range of formats and situations, with the ability to reach external partners and audiences effectively.
6. Ability to develop new initiatives and work independently to meet project requirements within agreed timescales.
7. Ability to be compassionate and empathic with clients, acting with integrity and care, including sometimes when responding to crisis situations.
8. Commitment and ability to manage confidential, personal and sensitive data effectively, to ensure client safety, and comply with data protection laws.
9. Ability to work effectively and collaboratively as part of a team, and work without close supervision
10. Understanding of, and commitment to, the aims and principles of the Citizens Advice service, including a focus on reaching communities most in need and/or where there are barriers to inclusion.

* **What we give our staff**

If you choose to begin a career with our organisation, you are guaranteed:

* + Competitive rates of pay (within the charity sector)
  + Excellent, professionally certified training.
  + A fantastic opportunity to launch a career in the voluntary sector, developing a wealth of useful knowledge, skills and experience
  + Confidential Employee Assistance Programme.
  + A company that is committed to its employees, valuing their knowledge, wellbeing, creativity and flexibility.
  + The chance to work with amazing people within a nationally recognised charity.

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**Application form**

Please complete your application and return it by email to job@citizensadvicerushmoor.org.uk no later than the closing date referred to in the advert. CVs will not be accepted as a substitute for the application form.

It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria on the person specification for the role for which you are applying.  No assumptions will be made about your achievements and abilities, so it is important to explain these clearly and concisely.

**Disability**

Please let us know if you require any adjustments to be made to the application process or would like to be taken into account when we are considering your application.  Please be assured that we will be supportive in discussing reasonable adjustments at any stage.

**Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996: evidence of this will be needed, if you are successful and an offer of employment is made.

**Diversity Monitoring**

Citizens Advice Rushmoor values diversity and promotes equality.  Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people.  The diversity profile of people who apply for posts at Citizens Advice Rushmoor is given in confidence for monitoring purposes only and does not influence any recruitment decisions.  If you would prefer not to answer any of the questions we ask, please leave them blank.

**Shortlisting outcomes**

Shortlisted applicants will be invited for an interview.  Interviews may include a practical task or assessment, with all details provided before the interview.

**References**

All job offers are subject to the receipt of two satisfactory references:  One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

**Criminal convictions**

Anyone who applies to work within Citizens Advice Rushmoor will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Rushmoor – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

**Closing date is Sunday 4th July 17.00**

**Interviews will take place on Monday 12th July**