Job pack – Nepali Speaking Domestic Abuse Worker

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, you can contact Aliza Gurung by emailing aliza.ag@citizensadvicerushmoor.org.uk or calling 01252 339 596.

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.

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 250 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.

How Citizens Advice Rushmoor works

Citizens Advice Rushmoor is a local independent charity, committed to meeting the needs of our diverse community. With over 60 volunteers, and over 40 paid staff, we respond to around 10,000 unique clients each year, generating over 40,000 different advice issues.

We deliver our service through as many different channels as we can, to make sure we are accessible to everyone – this includes phone, webchat and email.

We also run lots of different projects, to help meet community needs. We have won national awards for our work, including the "Championing Equality" award, for the Nepali language services we deliver. Our highly regarded Mental Health Project specialises in delivering casework for clients with serious mental illness.

Our Trustee Board takes overall responsibility for our organisational direction and focus. Click here for our Annual Review with more information on our website:
www.citizensadvicerushmoor.org.uk

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 240 local Citizens Advice members.

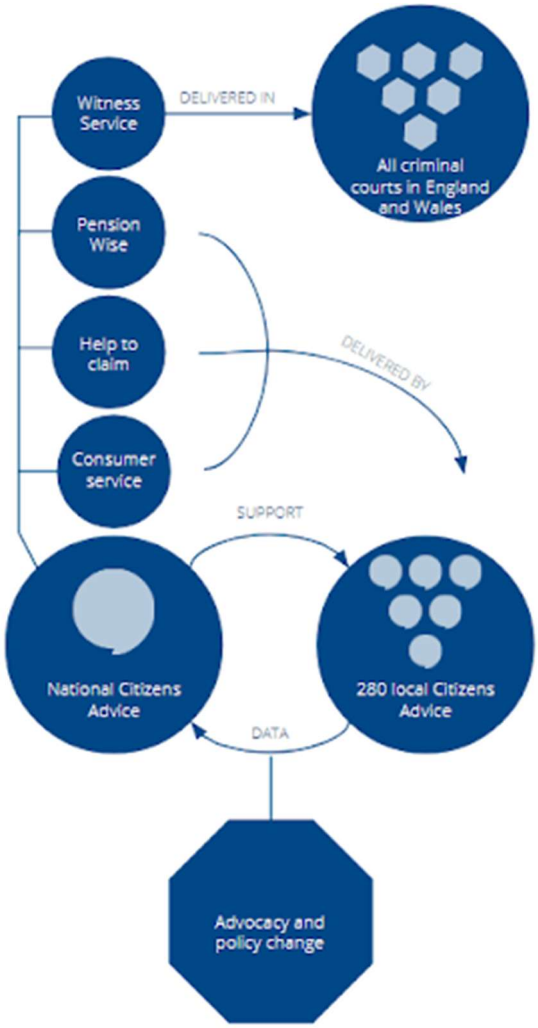
This role sits within our network of independent local charities, delivering services from

- 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 role

Nepali Speaking Domestic Abuse Advice Worker

Job purpose

We are looking for a Nepali Speaking Domestic Abuse Advice Worker to support individuals experiencing or at risk of domestic abuse. You will provide practical advice, help clients access legal and housing options, and work closely with our specialist team to raise awareness and reduce stigma within the Nepali community. Full training, including the opportunity to complete accredited IDVA training, will be provided.

Salary:	*£26,281*
Hours:	*37 hours per week*
Period:	*Permanent Contract*
Location:	*Working across our Aldershot and Farnborough offices*

Role Detail

- To provide inclusive services that reduce the risk of domestic abuse and promote the safety, choices, and welfare of those affected.
- To enhance awareness of domestic abuse within the Nepali community, challenging stigma and cultural barriers to seeking support.
- To work with victims of domestic abuse to assess risk, ensure safety planning, and provide tailored support in line with their individual needs.
- To support and develop community outreach, awareness raising, and partnership working across Hampshire.
- To develop knowledge and skills through a structured induction and training programme, including the opportunity to attend **SafeLives IDVA training** after 4+ months in post (with adjusted workload and study time provided).

Key Functions

- Provide a proactive service to victims of domestic abuse, with a particular focus on high-risk clients.
- Act as a first point of contact for those seeking help, offering information, support, and signposting.
- Work collaboratively with the qualified Independent Domestic Violence Adviser (IDVA) and the wider Nepali-speaking team.
- Support clients in navigating legal, housing, and criminal justice processes.
- Work in partnership with external agencies to ensure integrated and effective multi-agency responses.

Main Responsibilities

Casework & Client Support

- Risk assess clients and deliver services in line with assessed risk.
- Undertake safety planning and develop tailored service plans.
- Provide practical support with domestic abuse casework administration, including drafting victim statements, letters, immigration applications, and supporting documentation.
- Support clients in understanding and accessing civil, criminal, housing, and welfare benefit options.
- Accompany and support clients through the criminal justice system, ensuring they are informed of their rights and procedures.
- Maintain accurate case records and share relevant updates with partner agencies (with client consent).

Community Engagement & Awareness Raising

- Build on existing outreach work to increase awareness of domestic abuse and challenge stigma within the Nepali community.
- Organise community events, workshops, or campaigns to promote prevention, early intervention, and support.
- Work with partner organisations, community groups, and statutory services to strengthen pathways of support.
- Take responsibility for social media.

Teamwork & Professional Development

- Work collaboratively across the Nepali Domestic Abuse Projects and wider Citizens Advice Rushmoor team and partner agencies.
- Participate in supervision, training, and professional development, including IT training.
- Successfully complete induction and relevant accredited training.

Compliance & Organisational Responsibilities

- Ensure compliance with Citizens Advice policies on confidentiality, equality and diversity, safeguarding, risk management, health and safety, and home working.
- Uphold the aims, principles, and values of Citizens Advice.
- Contribute to monitoring, reporting, and evaluation requirements.
- Undertake other reasonable duties in line with the scope of the role.
- Adopt a flexible approach, including occasional evening or weekend work.

Person specification

Person Specification

Essential

- Fluent Nepali speaker with strong English communication skills (written and spoken).
- Ability to engage sensitively and effectively with victims of domestic abuse.
- Strong organisational skills with the ability to prioritise a busy workload.
- Confident communicator across a range of audiences and platforms.
- Ability to work flexibly, including occasional out-of-hours commitments.
- Commitment to equality, diversity, and inclusion.
- Full driving licence and access to a car for work.

Desirable

- Experience of working in advice, support, or domestic abuse services.
- Understanding of issues facing the Nepali community in the UK.
- Knowledge of domestic abuse legislation and support pathways (training provided if not).
- Experience of working with partner agencies and multi-agency safeguarding approaches.

Additional Information

- Appointment is subject to a full **enhanced DBS check**.
- This role provides excellent training and career development opportunities for someone wishing to progress into specialist domestic abuse work.

Terms and conditions

Our standard terms and conditions include:

- A standard 37 hour working week, which forms the basis of all pro-rata salary calculations
- 25 days holiday per year (rising to 27 days after 4 years), in addition to all public holidays and an additional day of birthday leave
- Enhanced sickness scheme giving 1 month's full pay and 2 months' half pay during the first two years of service; and 2 months' full pay and 2 months' half pay after the 2nd year of service
- Flexible working and home working where this fits the role requirements and business needs of the charity.

What we give our staff

Our Trustee Board is committed to making Citizens Advice Rushmoor “a great place to work and volunteer” - this objective is reflected in our People Strategy, with focused activity to realise this ambition.

We place a high value on equality, diversity and inclusion; and offer continuing learning and development opportunities to all our staff. Our behaviour framework commits the team to mutual support and wellbeing.

We also offer an Employee Assistance Scheme to all our staff, provided through TELUS Health.

How to Apply

Please send a copy of your CV (no more than two pages) and a brief covering letter setting out your reasons for applying and why you are suited to the role (no more than one page), no later than the closing date referred to in the advert. No applications will be considered after this date.

Applications should be made via email to: jobs@citizensadvicerushmoor.org.uk

No assumptions will be made about your achievements and abilities, so it is important to explain these clearly and concisely.

Please note: Applications will be considered on a rolling basis, so we may close the advert early.

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 cannot employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the office took place. All other convictions will be considered on an individual basis.

A Disclosure and Barring Service (DBS) check is required for this post – these are only requested when proportionate and relevant.