



Candidate Pack

Specialist Caseworker Families





Candidate Information Pack

Post: Specialist Caseworker Families

Salary: £27,445

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About The Role

In this impactful role, you will cultivate strong trusting relationships with parents and carers, offering personalised support on a one-to-one basis. Your responsibilities will encompass a diverse range of direct support and advocacy, with a focus on safeguarding and the wellbeing of parents and carers whose child/ren are affected by violence and exploitation.

Job Description

Job Title	Specialist Caseworker Families
Reporting to	Service Manager
Contract	Permanent (subject to funding)
Location	Face-to-face delivery pan-London, agile working for all other duties
Hours	32 hours per week (Safer London is a 4 day/32 hour (FTE) working week organisation)
Salary	Grade B £27,445

Main purpose of role

In this role, you will work alongside parents or carers whose children have been exposed to or are at risk of exploitation or violence.

Within your role as a Specialist Family Caseworker, you will provide support to parents and carers to help them gain a greater understanding of the challenges young Londoners and their families often face and work alongside them to secure the safety and positive outcomes they want for their children and family.

You will be expected to provide robust risk and needs assessments that reflect the contexts within which harm has occurred, and to work collaboratively with partnership agencies to reduce risk and secure services and support. The context that many children and their families are living within can be challenging and a key part of your role is to support families to manage their own emotional wellbeing in what can be difficult circumstances. Alongside this, you should be able to demonstrate how you manage your own wellbeing to enable us to offer the very best services to parents and carers.

Responsibilities

- Delivering effective one-to-one support to families in line with Safer London's Service models and in collaboration with them so that their voice is at the centre of all we do, and they receive the support they need.
- Carrying out robust risk assessments and strengths-based needs assessments, with safeguarding as the priority, to ensure the most appropriate intervention is offered and risks are managed and escalated appropriately. This also ensures that priority areas of work are focussed on.



- Accurately maintaining essential records, ensuring high-quality case recording, utilising our in-house bespoke case recording system.
- Completing reports (which may be shared with statutory bodies such as the police, courts, and children social care, and which can be shared with the family) that accurately reflect the work undertaken in a professional manner.
- Maintaining effective communication, both written and verbal, whether this is virtual or face-to-face.
- Identifying and completing risk assessments for spaces, places and services where families and young Londoners feel safe enough to engage in meaningful interventions/ activities.
- Making appropriate onward referrals and signposting children, young people and their families to support services and positive activities as and when required. Where necessary, advocating for them to get the services they are entitled to.
- Working with partners, communities and other key stakeholders to deliver the service effectively.
- Acting in accordance with safeguarding legislation and guidance in addition to Safer London's practice guidelines and wider pan-London processes and protocols.
- Undertaking any other duties as required and commensurate with the level of this post.

Person specification

The person specification describes the specific experience, knowledge, skills, qualifications and attributes that are needed for the job.

Criteria	Essential/ Desirable	Application/ Interview/ Test
Skills and Experience		
Relevant qualification in social care, health, youth/community work, criminal justice or demonstrable equivalent experience e.g. Registered and Qualified Social Worker	Essential	A/I
Experience of managing complex safeguarding issues with children, young people, families and adults at risk, including being able to demonstrate effective partnership working	Essential	A/I/T
Experience of working with and effectively engaging with families	Essential	A/I
Extensive knowledge of the impact of context on children, young people, families and adults, with a clear understanding of the principles of contextual safeguarding	Essential	A/I/T
Experience of high-quality case recording	Essential	A/I
Recognition of the importance of resilience in coping with the emotional demands of the role and demonstrable experience of managing your own wellbeing	Essential	A/I/T



Excellent communication skills, both written and verbal, in order to communicate and influence a wide range of internal and external colleagues on matters relating to the service, and produce reports for a variety of audiences	Essential	A/I/T
IT literate (Excel, Outlook, Word etc.) and experience of using databases	Essential	A/T
Knowledge		
Demonstrable knowledge of best practice around working with families whose children are impacted by harm outside the home	Essential	A/I
Knowledge of trauma-informed practice and of how trauma –including from their own lives - can impact on how practitioners manage cases	Essential	A/I
Knowledge of best practice in and understanding of the importance of good quality case recording	Essential	A/I
Knowledge of safeguarding legislation	Essential	A/I/T
Values and attributes		
Commitment to equity, diversity and inclusion, and experience of applying these principles in the workplace	Essential	A/I
Ability to demonstrate, with examples, your alignment to Safer London's values	Essential	A/I
Ability to prioritise own workload and able to work without close supervision	Essential	A/I
Ability to be flexible with work location	Essential	A/I
Ability to draw on a range of strategies to support your wellbeing, help you cope with pressure and ambiguity and continue to build resilience	Essential	A/I

Additional Considerations

- We're committed to protecting and promoting the welfare of children and young people, and we expect anyone who works and volunteers with us to share this commitment. An enhanced Disclosure and Barring Service (DBS) check is required for this role.
- The successful candidate will be required to travel to different locations around London.
- Safer London caseworkers sometimes work extended hours to meet the needs of young Londoners/parents/carers. Therefore, the successful candidate may occasionally be required to work evenings.
- Safer London is an agile working organisation. This means employees can work from different locations, e.g. from home, our office and community locations such as libraries/co-working spaces, where the work allows. Agile working arrangements will be agreed with the line-manager.
- Safer London understands that resilience is a skill that can be learnt over time and recognises and supports the role of self-care in developing resilience.



How to Apply

If you are committed, resilient and believe you have what it takes to work collaboratively with young Londoners and families to help them create better futures for themselves, then please apply.

Visit the Safer London website www.saferlondon.org.uk/join-the-team/ for details on how to apply.

As an agile working organisation, shortlisting will take place on a rolling basis and the closing date is subject to change at any time.

As part of the online application, you will be required to confirm you have read our [Privacy and Cookie Policy](#) and [Safeguarding and Child Protection Policy](#).

Should you need any adjustments to the recruitment process, at either application or interview, please contact us at recruitment@saferlondon.org.uk

Your Application

Please read the information below thoroughly before starting your application. Your supporting statement is a very important part of your application. We can't make any assumptions about your knowledge, skills and experience, so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and the values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use specific examples. We are looking for evidence that you can thrive in the role advertised.

Your statement should not exceed 1,000 words.

Equity Diversity and Inclusion

At Safer London we value diversity and we're committed to creating an inclusive culture. That's why we encourage applications from all backgrounds and cultures. We welcome applications from minoritised communities, the LGBTQ+ community and individuals with disabilities (including hidden disabilities).

Our decisions are made by matching the skills and experience of applicants to roles, regardless of age, disability, gender, gender identity or reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

Issues of racial justice are central to the work we do. We are fully committed to anti-racism and actively oppose systemic oppression of any form. We celebrate diversity and challenge inequality. As an organisation, we will proactively become part of the solution, since we are not prepared to sit back, do nothing, and be part of the problem.



Data Protection

The information you provide in your application will be used by Safer London to assess your suitability for the role you have applied for. We will not use personal data for marketing or fundraising purposes (unless you have previously supported Safer London) or share your data with any third parties for their marketing purposes.

We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow Safer London to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not affect whether you are shortlisted for the role you have applied for.

About Safer London

Safer London provides consistent, trauma-informed support to children and young people who've already experienced harm - helping them move from crisis to stability, and from harm to hope.

We support young Londoners affected by a range of harms, including criminal exploitation, sexual exploitation and sexual violence, violence in the community and peer-to-peer harm. Our work happens in the community - wherever the young Londoner feels safe and comfortable. This could be a school, park, café, or another safe place.

Each child or young person is matched with a caseworker based on their unique needs and circumstances. They meet with them weekly and support typically lasts between 6 months and 18 months, but support can last for as long as needed. Each intervention is tailored to the young Londoner's identity, experiences and needs, and may focus on safety planning, emotional wellbeing, healthy peer relationships and family dynamics. We also help young Londoners access education, training, employment opportunities, and safe, stable housing.

The team includes:

- Specialist workers for girls and young women
- SEND and complex harm specialists
- A dedicated family team who works one to one with parents and carers

Through our work, we are helping young Londoners heal, rebuild and move forward - so they can live safer lives and have the positive futures they deserve.

Why working for us is different

Encouraging work life balance

- Safer London is a 4 day/32 hour (FTE) working week organisation. This means that you have a regular day off in the week with no impact on your pay.



- 179 hours annual leave (plus bank holidays and pro rata for those who join us part time) rising after 3 and 5 years of service.
- Flexible and smart working policies in line with an agile way of working.
- Agile working - meaning you can work from different locations like home, in the community, from our office (job dependent).

Enriching your work life

- Opportunities for learning and development
- New modern offices
- Opportunities to feedback including surveys and groups
- Reflective practice sessions
- Reduced caseloads compared to statutory services

Caring for you and your family

- Enhanced family leave
- Death in service benefit

Thinking about your finances

- Discounted season ticket loan
- Pension scheme
- Cycle to work scheme
- Expenses float scheme

Our Benefits in Full

We offer our staff a wide range of benefits to reward them for the value that they bring to Safer London, to support them in their work, to help improve health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

4-day, 32-hour working week

Safer London is a 4-day, 32-hour working week organisation. This means as a full-time employee, you'll enjoy a regular day off each week with no reduction in pay.

We made this decision to enhance both service delivery and employee wellbeing. This allows us to offer extended service hours to young Londoners and their families while supporting the work-life balance of our team.

Agile working

Safer London is committed to ensuring that it provides the best working conditions for its employees. At Safer London, agile working allows employees to work from various locations, such as the office, their homes, or other locations such as a library



or shared workspace, depending on which is most appropriate or which is closest to any meetings with young Londoners.

Death-in-service payment

Death-in-service is an employee benefit which pays out a tax-free lump sum if an employee passes away while they are employed by Safer London, regardless of the cause of death. Any payments that become due under this scheme are tax free and paid – at the discretion of the scheme's Trustees - to a named beneficiary/ beneficiaries nominated by the employee.

Annual Leave

As a full time employee you are entitled to 179 hours holiday in each annual leave year plus bank holidays and other statutory holidays occurring during the leave year (pro-rata for part time staff). This rises to 192 hours after 3 years service and 211 hours after 5 years service.

Staff expenses float

The Staff Expenses Float is a financial support system where Safer London provides a one-off loan payment of £100 to cover the initial costs of expenses, which are then reimbursed to ensure you are not out of pocket.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to use an interest free loan to purchase bike and safety equipment with costs recovered from your salary over a 12-month period and meaning a tax and National Insurance

Season Ticket Loan

Interest free season ticket loans are available to all staff once they have passed probation (six months).

Paid Maternity Leave

All pregnant staff are entitled to up to 52 week's maternity leave regardless of length of service. Safer London offers enhanced maternity pay to those employees who:

- have completed one year of continuous service by the end of the 15th week before
- their baby is due; and
- agree to return to work for at least three months after the end of their Maternity
- Leave period.

Enhanced Maternity Pay means that the eligible employee's pay will be increased to:



- 100% of normal salary for the first six weeks of maternity leave;
- 50% of normal salary for the next 20 weeks of maternity leave;
- The next 13 weeks paid at the Statutory Maternity Pay flat weekly rate.

Paid Paternity Leave

Any employee who satisfies the conditions for 2 weeks' statutory paternity leave and pay will be entitled to our Enhanced Paternity Pay benefit of an additional 2 weeks' paid leave. The leave may be taken as four consecutive weeks of continuous leave or in two blocks of two weeks each. All Enhanced Paternity Pay is paid at 100% of normal pay. It is calculated as Statutory Paternity Pay and topped up by Enhanced Paternity Pay.

Employee Assistance Programme

We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and a counselling service to staff.

Pension

On joining Safer London, new staff are auto-enrolled into our pension scheme if they meet the eligibility criteria. Employees will pay an employee's contribution of 4% and Safer London will pay an employer's contribution of 3% every month. Employees may choose to contribute more than 4%.

Equity, inclusion and diversity

At Safer London we value diversity and we're committed to creating an inclusive culture. We know that in order to make London a safer place for the young people that live here, we need a diverse range of perspectives, experience and knowledge. Issues of racial justice are central to the work we do

We are fully committed to anti-racism and actively oppose systemic oppression of any form. We celebrate diversity and challenge inequality. As an organisation, we will proactively become part of the solution, since we are not prepared to sit back, do nothing, and be part of the problem.

