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## 

**Job Description**

**Role:** Casework Coordinator

**Reports to:** Services Managers

**Direct reports:** None

**Budgetary responsibility:** None

**Location**: St. Pauls, Bristol

**Job purpose:** To provide comprehensive administrative and practical support to the Casework, Outreach and Drop-in services, supporting the teams to enable them to reduce the vulnerability of women and support them to achieve their goals. The post holder will support the team’s work to be efficient and effective.

**Job accountabilities**

* To provide practical and administrative support to the Casework and Drop-in teams to ensure smooth running of the programme.
* To be a direct point of contact for the women.
* To coordinate meetings for the team and the women, booking rooms, sending invites and taking minutes.
* To coordinate the monthly Sexual Violence Forum, coordinating referrals, taking minutes, distributing papers and updates and supporting the chair to set meeting agendas.
* Develop, maintain and update internal systems for the team to enhance and underpin the work of the team.
* To coordinate the whereabouts of the team and track lone working.
* To ensure Drop-in and Outreach records are accurately recorded on the database including attendance outcomes and incidents and respond to any data related queries.
* To support the Operations Manager and the teams in compiling quarterly and annual impact data and funder reports.
* To provide and coordinate office and lunch cover for drop-in sessions.
* To assist in the supply of resources for the services, including purchasing items and ordering transport.
* To work with the Fundraising and Communications team, ensuring that women’s feedback is captured and recorded.
* Contribute appropriately to the continuous learning culture across the team, being involved in training, supervision, reflective practice discussions and maintaining healthy and professional boundaries to increase strength and skill set of self and team.
* To act as a key liaison for partner agencies, collating and responding to referrals, as well as being a direct point of contact for the women themselves.
* To work with the One25 Support Team toensure that policies and practices are understood and adhered to, maximising service outcomes and upholding agency reputation.
* Act as an ambassador for One25.
* To represent One25 at relevant events both within and outside of working hours. To undertake further tasks as requested.

**Measures for the role:**

* High standard of communication with women and other stakeholders.
* Receiving, coordinating and responding to correspondence quickly, efficiently and appropriately.
* Maintain accurate monitoring of drop-in and outreach activities and impact data.
* Efficient coordination of meetings and events.
* New referrals are taken, recorded and responded to within 1 week.
* Accurate and timely provision of data for reports.
* Team reporting appropriate support of their work.

**Any other relevant information:**

* Any other duties the Manager considers appropriate.
* To work outside of office hours at manager’s request.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Relevant qualifications or demonstrated experience of delivering high quality administrative support |  |
| **Knowledge** | Knowledge of other services supporting people with multiple and complex needs  Good understanding of boundaries and confidentiality | Knowledge of safeguarding policies and procedures  Understanding of vicarious trauma and self-care and methods to reduce impact on self and team  Good understanding of data protection and GDPR |
| **Skills** | Able to communicate effectively with people at all levels verbally and through written communications and reports  Ability to plan, organise and deliver work to meet individual, team and organisational objectives and deadlines  Ability to use IT systems including proficient user of Microsoft Office (or equivalent package), with a good knowledge of Word and Excel and basic knowledge of PowerPoint  Ability to organise shared drives and electronic filing systems  Strong numeracy skills  Able to take accurate and confidential minutes  Excellent organisation skills  Strong interpersonal skills. Able to challenge, negotiate, advocate and collaborate while dealing with complex issues in a sensitive manner  Data inputting and record keeping | Able to create rapport with service users  Able to build relationships with partner agencies to improve outcomes for women |
| **Experience** | Experience in an equivalent role  Experience of managing demanding tasks simultaneously and successfully to achieve deadlines and targets  Experience of setting up and maintaining effective office systems and ensuring confidentiality is maintained appropriately  Strong understanding of data protection and confidentiality, or commitment to attending training in this area  Professional or personal experience of individuals who have experienced complex needs | Experience working in the voluntary sector  Experience and understanding of the tasks required to support a busy team |
| **Competencies/**  **Behaviours** | Incorporates values and strategic aims of an organisation into work and behaviour  Requirements for all One25 staff  Continually seeks to improve performance organisationally and personally  Ability to form and maintain good working relationships with colleagues  Works well under pressure and plans, organises and manages workload to meet objectives and deadlines  Ability to be an ambassador for One25 externally and across internal teams  A willingness to get the job done  Promotes effective team working and supports team work across immediate and wider One25 teams  To operate in line with One25’s core competencies and values:  Core values:   * Person-centred * Justice * Unconditional love * Non-judgemental   Core behavioural competencies:   * Working with Others * Communicating * Organisational awareness * Learning and growth * Planning and delivery of work * Motivational leadership   Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos | Understands the wider environment in which the team operates and how individuals roles contribute to One25’s strategic goals |
| **Other** | This post is open to women only  Willingness to attend a range of functions and events to promote One25 outside of working hours |  |

**Manager signature: Employee signature:**

**Date: Date:**

**Date last reviewed:**