

On Your Side - Casework Advocacy Coordinator

Based at Protection Approaches

Salary: £30,000 - £32,500 per annum, depending on experience

Contract: Initial one year fixed term contract with expectation of extension

Hours: Full time, 35 hours per week, flexible working hours

Location: Anywhere in the UK on a work from home basis, or in Protection Approaches' offices in Kennington, London

Deadline: Sunday 16th April 2023, 11.59pm

About On Your Side

[On Your Side](#) is the UK-wide support and reporting service for East and Southeast Asian communities who experience racism and/or any forms of hate.

Launched in August 2022, the service includes a 24/7 freephone helpline available in East and Southeast Asian languages; a website with reporting forms and resources; and ongoing community-based support delivered by trained casework advocates. We work to ensure that those who experience racism and/or hate have access to the highest levels of culturally competent support while building a better picture of the nature and range of incidents so they can be better prevented.

Funded by the UK Department for Levelling Up Housing and Communities, On Your Side is delivered by a consortium of 15 organisations including 13 East and Southeast Asian led community groups alongside national hate crime reporting and hate crime prevention organisations. This role will be based at the consortium lead organisation, identity-based violence prevention charity [Protection Approaches](#).

About the role

This is an exciting new role Coordinating the On Your Side Casework Advocacy Team to deliver the highest level of support services to those who have experienced racism and/or hate.

All who contact On Your Side are offered the opportunity to receive ongoing casework advocacy support. This support is delivered by 4 - 5 part-time Casework Advocates based at East and Southeast Asian community partner organisations and trained in advocacy, trauma-informed practice, safeguarding, cultural competency and hate crime awareness. Their role is to support the service user understand and to claim their rights while helping them to identify and access any professional support services they need, such as legal aid or mental health support.

The Casework Advocacy Coordinator will report directly to the On Your Side Service Manager coordinating the team of Casework Advocates ensuring that cases are being referred to the most appropriate team member while tracking capacity and quality of the service. You will organise regular meetings with all Advocates individually and as a group to discuss open cases, and share best practice and advice.

You will ensure that all casework advocates are following agreed processes and that safeguarding and data protection responsibilities are being upheld. You will use your experience in Casework Advocacy to manage some cases yourself while ensuring that all cases are being handled appropriately with the highest levels of support delivered.

You will lead on ensuring that all Casework Advocates have completed the necessary training while identifying new training and upskilling opportunities to improve the service for those who use it.

While this is a 12-month fixed term contract we expect that the Casework Advocacy Coordinator role will continue to be a core part of the On Your Side Coordination Team into the next phase of the service's development, possibly as an independent organisation outside of Protection Approaches.

The successful candidate will:

- Coordinate the Casework Advocacy team to deliver a highest level of support to those who have experienced racism and/or other forms of hate
- Review new referral requests daily and refer new cases to appropriate Casework Advocates
- Deliver On Your Side casework advocacy support directly with service users (around 50% of your time will be spent working directly with service users as a Casework Advocate)
- Ensure all Casework Advocates are following agreed processes and procedures (including safeguarding and data protection responsibilities)
- Continually update and improve casework advocacy processes in line with learnings from delivery and feedback
- Maintain understanding of all open cases and advise Casework Advocates where necessary on next steps
- To identify complex cases that require additional support and find appropriate solutions that meets the needs of the client
- Track capacity of all casework advocates
- Actively seek, learn about and build networks of specialist support systems and services throughout the UK
- Maintain and update the Casework Advocacy Handbook
- Organise and chair regular meetings with Casework Advocates
- Liaise with senior management at Casework Advocacy partner organisations
- Manage updating of a signposting directory
- Regularly update On Your Side secure database with case information
- Ensure all Casework Advocates have received agreed training
- Identify and commission additional training for Casework Advocacy team
- Report on progress and issues related to Casework Advocacy at fortnightly coordination team meetings
- Improve and oversee implementation of monitoring and evaluation processes focussed on delivery and impact of casework advocacy
- Speak at meetings, conferences and or events about the On Your Side Service and Casework Advocacy
- Support the Protection Approaches and On Your Side Management teams with various bits of administration or office management

What we're looking for:

Experience Professional experience delivering similar casework/ casework advocacy services	Experience Experience of coordinating projects and/or teams to deliver agreed outputs to a high standard	Experience Experience of working with vulnerable service users with multiple complex needs
Experience Monitoring and evaluating community based services to ensure they are delivering the service intended (and making adaptations when not)	Personal quality Attention to detail - able to work methodically with attention to detail to ensure all cases are dealt with appropriately and within agreed timelines	Personal quality Willingness to take responsibility for ensuring successful delivery of this vital service which may occasionally mean working longer hours or experiencing a stressful workload
Knowledge Deep understanding of safeguarding and data protection responsibilities, laws, and processes	Knowledge Deep understanding of issues faced by East and Southeast Asian communities and community members in the UK and complex additional needs of individuals with multiple protected characteristics	Knowledge Knowledge of hate crime legislation and hate crime reporting in England and Wales, Scotland and /or Northern Ireland

Working at Protection Approaches

Protection Approaches is a London based charity established in 2014 to prevent all forms of identity-based violence In the UK, and around the world.

We know that the very nature of our work can sometimes mean additional demands on our team that would not be found in other sectors. Through the work we do, we all come into contact, often daily, with those who have experienced identity-based violence. Additionally, the responsibility we have to those communities we work with and the importance of the work we do can sometimes mean longer hours or stressful workloads. As an organisation we are constantly trying to improve the ways we ensure wellbeing of our team. While there will always be more we can learn we have a series of measures in place to try and support our team do this difficult but vital work:

Flexi hours - all staff members at Protection Approaches work flexible working hours allowing them to better plan their workload as well as make time for the things they need to do outside of work

Employee assistance programme - all staff member have access to a free employee assistance programme including a 24/7 helpline with trained operators able to help and advise with any issue you are facing, including referring you and/or your family to free counselling services.

Wellbeing micro grants - all staff members have access to £150 to spend on wellbeing such as music lessons, massages, gym classes, counselling or whatever makes sense for them.

Duvet days - all staff are entitled to take 'duvet days', which are unscheduled day's leave from work, taken to alleviate stress or pressure, and that do not count against your holiday days or sick days.

To Apply

Candidates to submit the following via email no later than 11.59pm Sunday 16th April.

1. The application cover form that can be found [here](#)
2. Answers to the three questions below. These can be submitted as written answers or as a voice recording. Answers should be no more than 300 words per question
 - i. What is your experience delivering similar casework/casework advocacy services
 - ii. What are the most important considerations when delivering a service such as this with service users who may be vulnerable
 - iii. What would make you a good coordinator? (i.e. why would you be good at ensuring the team is delivering everything to a high standard and meeting its targets?)

Applications are to be sent to Trà My via email: TraMy.Hickin@protectionapproaches.org. Please do not send your CV at this stage.

Selection Process

This is a 'blind' recruitment process. This means that when long-listing and short-listing those who are assessing the applications will not be aware of the names of the candidates or other personal information

- All applicants will be informed of the outcome of their application
- Short listed candidates will be invited to interview weeks of 17th and 24th April
- All short– listed candidates will be informed of the outcome of their interview

Shortlisting will be based on your answers to the three questions above.

We particularly want to encourage people who might think twice before applying, including those from minority ethnic groups, LGBTQI+ applicants, applicants with disabilities, and anyone whose talent and experience might not be reflected in paid professional roles and formal qualifications. We hope to attract applications from those with relevant experience in a local, national or international settings.

If you have questions about the role or application process contact Andy Fearn at Andy.fearn@protectionapproaches.org or 07590041949