

Job Title:	Advocacy Caseworker
Base:	Primarily remote working with some travel to Manchester for team days and occasional travel across the UK for casework
Hours/days:	Full time or part-time hours available
Contract:	Permanent
Accountable to:	Advocacy Manager
Added Benefits:	Enhanced leave entitlement, access to Employee Assistance Programme which includes 24/7 telephone helpline offering emotional, legal and financial support, employer contribution pension scheme.

JOB SUMMARY:

We are looking for an experienced and passionate advocate with knowledge of the criminal justice process, including police protocols and victims' rights to help grow our advocacy service. This is a unique and exciting opportunity for the right person. ***It would suit someone with experience of casework and a policing background, who wants to continue to support individual survivors while influencing change in our broken criminal justice system.***

You must be victim/survivor focused, trauma informed and committed to putting our survivors at the front and centre of everything you do!

You must be someone who thrives on responsibility, shares a passion to change the world for the better, and someone who will assist us in delivering The Maggie Oliver Foundation (TMOF) strategic plan and organisational objectives.

The post holder will be a key part of our small, close-knit team.

You will work alongside our team of caseworkers in supporting and advocating for victims and survivors of sexual abuse seeking legal recourse and accountability through the criminal justice process and ensuring that we deliver support services to the highest standard.

You will act as an ambassador for TMOF, nurturing existing key relationships, supporting the team to develop partnerships with other agencies and in time holding key relationships of your own.

As part of a small team, you must demonstrate a "roll up your sleeves and get stuck in" attitude and be solutions focused in your approach.

This is a rewarding and fast-paced role within a growing team, offering exciting opportunities for a talented, caring and ambitious individual.

UNDERLYING VALUES:

The Maggie Oliver Foundation (TMOF) helps survivors of sexual abuse and exploitation (SAE) transform the pain of their abuse into power, by advocating for survivors' rights at local and national levels. Our work is underpinned by the passion of our founder to support victims of SAE and to ensure the criminal justice system is fit for purpose in supporting them to achieve the justice they deserve.

We believe passionate means having the desire to nurture, facilitate and empower survivors to transform the pain of their experience into the power of living fulfilled and successful lives. This is demonstrated through our approach:

- Listening to survivors of abuse with empathy, kindness, compassion, honesty, integrity, trust and human decency.
- Provision of support that is consistent and personal – focused on the needs of the individual.
- Collaborative working with individuals and organisations working towards a similar vision.
- Working in a way which is inclusive of all faiths and backgrounds.

ABOUT OUR ADVOCACY SERVICE:

It is vital to us that our charity responds to the needs of survivors and provides the help that they tell us they need. We are seeing an increased number of cases where survivors report being let down by the criminal justice process. They are traumatized by their abuse and then by the system they thought was there to protect them. Survivors look for our help in reporting crimes, liaising with police and the CPS, and telling their stories publicly to raise awareness of issues surrounding SAE, its investigation and prosecution process and how the investigation and, in some cases a prosecution, has personally affected them.

Alongside advocating for survivors seeking legal restitution for the crimes committed against them, TMOF is at the forefront of providing evidence to a number of independent reviews, inquiries and commissions on SAE on a national platform; promoting awareness and raising the profile of the importance of, and need for, the work of TMOF through a wide news and social media presence; and working with individual police forces to develop victim-led best practices. Evidence gathered through supporting survivors informs this “Force for Change” work.

Advocacy for individuals allows them to take control of their search for justice. Seeing a system which treats survivors humanely, functions more effectively and prevents future abuse, which has been informed by them and their experiences is hugely empowering: *“You have given me the voice to speak out and I want to make a difference because of the suffering I went through. Thank you again!”* - A Survivor.

Principle Duties and Responsibilities

Advocacy for Individual Survivors

1. Liaise with investigating police forces and other external agencies to ensure that clients are having their legal rights upheld, challenging investigating officers where this is not the case, and advising clients on, and supporting them through, complaints and review procedures where necessary.
2. Work closely with the team in delivering our Advocacy service in line with our strategic plan including mutual case reviews, especially of the most complex, serious and high-profile cases.
3. Contribute to the development of our operational processes to ensure they are effective, efficient and sustainable for the long term.
4. Support survivors in helping them to understand and exercise their rights under the Victims Code by providing advocacy, information and guidance to ensure that they receive appropriate support and fair treatment throughout the criminal justice process.
5. Contribute and participate fully within meetings to ensure that any cases where failings have been identified, are highlighted across the wider team to raise awareness and accountability for a survivor navigating the criminal justice system.
6. Ensure services are of a consistently high quality and are responsive to the needs of clients and the community.
7. Ensure survivors' voices play a central role in developing our activities and in our "Force for Change" work, raising awareness of issues faced by survivors of sexual violence seeking justice and influencing positive changes within the criminal justice system.
8. Ensure good safeguarding practice across all services.
9. Ensure our client relationship management database (CRM) is updated in a timely manner with relevant information relating to clients and casework.
10. Manage all information in line with our GDPR and Privacy Policies.

Governance and Legal

1. Support the Chair, Trustees, Chief Executive and staff team to ensure TMOF fulfils its legal, statutory and regulatory responsibilities.
2. Attend and participate in regular training, team meetings, supervision and other meetings as necessary.
3. Undertake any duties consistent with the post as may be reasonably required.

Other

1. The post-holder will occasionally need to travel as required.
2. Occasional evening and/or weekend working may be required.
3. The post holder will be committed to safeguarding the welfare of vulnerable adults, children and young people and will be required to carry out a DBS check as part of our safe recruitment policy. You are able to obtain a DBS certification upon appointment. A criminal record will not necessarily exclude you from holding this position. Each application will be reviewed on a case-by-case basis in accordance with our Rehabilitation of Offenders Policy, a copy of which is available upon request.

Person Specification

Qualifications and Experience	Experienced investigator who has worked within a policing environment and accredited to PIP2 standard	E
	Significant experience working with vulnerable individuals and survivors of sexual abuse.	E
	Extensive experience in the investigation of serious and complex crimes, specifically recent and non-recent sexual violence offences and child abuse and exploitation investigations.	E
	Excellent communication and interpersonal skills with an ability to build trust and rapport with survivors in a compassionate and non-judgmental manner.	E
	Strong case management, report writing and ability to record information accurately.	E
	Fully conversant with evidential file standards and processes required for case presentation to the Crown Prosecution Service.	E
	In-depth knowledge of criminal justice processes, supporting survivors in attending court and presenting evidence at Court as the investigating officer.	E
	Experience within safeguarding practices and an ability to support and manage any risk identified in respect of any vulnerable individuals	E
	Proven multi-agency agency partnership working experience and an ability to work collaboratively with partners.	E
	A capacity for resilience to work sensitively and compassionately with survivors within an emotionally, challenging environment.	E

	A commitment to ensuring that a survivor's voice is heard and a determination to challenge robustly where any failings or concerns have been identified.	E
	Demonstrate high standards of confidentiality, professionalism and ethical practice.	E
	Has received training on Equality and Diversity standards.	E
	Considerable IT skills and knowledge of packages such as Microsoft Office and client relationship management databases	D
Skills and Abilities	Excellent communication skills, including networking and presentation skills	E
	Strong interpersonal skills, to deal with a diverse range of people	E
	Ability to work in a solution focused way and to challenge effectively.	E
	A flexible and non-judgmental approach to people and work.	E
	Excellent organisational and time management skills, process driven and ability to think logically and solve problems.	E
	Ability to deal with multiple tasks, sensitivities and challenges at the same time.	E
	Demonstrate the ability to work effectively with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation.	E
	Track record of driving quality and innovation in service delivery.	D
Attributes and Strengths	Commitment to the aims and passion of TMOF.	E

	A self-starter able to work independently and as part of a team.	E
Special Requirements	Full clean driving license and access to a vehicle.	D

We want to be a diverse and inclusive workplace where we can all be ourselves. We are particularly interested in hearing from candidates with lived experience of childhood abuse or as a victim or witness in the criminal justice system.