

# Domestic Abuse Caseworker

May 2025

Hertfordshire Mind Network  
The Wellbeing Centre  
501 St Albans Road  
Watford  
Hertfordshire WD24 7RZ  
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## **Domestic Abuse Caseworker**

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification.  
For more information about the role, please see our website at:

<https://www.hertsmindnetwork.org/vacancies/domestic-abuse-caseworker/>

**To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.**

**Being able to drive and having access to your own vehicle is essential for this role.**

Please return applications to Karlie Baecke at the above address or by email to [recruitment@hertsmindnetwork.org](mailto:recruitment@hertsmindnetwork.org)

**Closing date for receipt of applications is Friday 30<sup>th</sup> May 2025 at 5pm.**

**Interviews will be held on a rolling basis.**

*We reserve the right to close this vacancy early if we receive sufficient applications for the role.  
Therefore, if you are interested, please submit your application as early as possible.*

Yours sincerely,

Karlie Baecke

Services Manager Complex needs and Community

## Our Vision, Purpose and Values

### Our vision

**“Every person in Hertfordshire will feel supported with their mental health.”**

### Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

### Our values

#### Hope

We believe in choice, freedom, change and a better future for every person experiencing mental ill health.



#### Together

We share learning, build relationships and connect with others to promote better mental health across our community.



#### Courage

We are determined, bold and unstoppable.



#### Responsive

We take time to listen, to learn, to share and to act.



## Job Description

<b>Job title:</b>	<b>Domestic Abuse Caseworker</b>
<b>Reference:</b>	282
<b>Salary:</b>	£26,000 -£27,000 per annum
<b>Contracted hours:</b>	37.5 Hours Monday-Friday
<b>Working base:</b>	Watford Wellbeing Centre
<b>Reports to:</b>	Team Leader
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references

### Background

The aim of the Hertfordshire Mind Network Domestic Abuse Casework Service is to provide advice, information, and support to survivors of intimate partner or familial violence living in the community about the range, effectiveness, and suitability of options to improve their safety and that of their children. All advice will be based on a thorough understanding and assessment of risk and its management.

### Purpose of Post

The purpose of the Hertfordshire Mind Network Community Outreach Worker role is to:

- To provide support and advocacy services to clients experiencing domestic abuse
- To ensure direct contact is made with the client within a specified time of an incident being reported to the police and to carry out a risk assessment.
- To ensure that the safety and wellbeing of the client is monitored and reviewed regularly.
- To maintain and enhance service delivery standards and effectiveness.
- To support the team with case management and volume of referrals to ensure a short waiting time and referrals are contacted promptly and assessed appropriately.
- To collate and obtain feedback regarding the effectiveness of the service.

### Accountability

You will be line managed by the Team Leader for Hertfordshire Mind Network but will manage your own workload, prioritising tasks and working on your own initiative.

### Responsibilities of the post

- To support the wellbeing of clients who are affected by domestic abuse.

- To improve risk management and safety for clients
- To remain a source of independent support for all clients
- To contribute to a reduction in repeat victimisation
- To reduce the number of victims withdrawals of witness statements
- To increase the reporting of children at risk of harm
- To increase early reporting of incidents
- To increase successful court outcomes by proactively supporting clients
- To work with the wider team within Hertfordshire Mind Network and support clients in accessing additional support e.g. counselling, peer support, employment support and self-development courses
- To work with other professionals e.g. police, health, social care, housing, and signpost and liaise with such agencies as necessary
- To work with and signpost to other third sector partner agencies as necessary
- To work with and provide a service for people who may have multiple needs
- To act as a point of contact for those seeking advice and signposting, assisting them with appropriate services in their area.
- Work within the Community Partnerships Team to share information and work in partnership on cases.
- Follow up on cases to obtain detailed feedback and contribute to the development of the service.
- Provide a first point of contact for professionals and clients and pass on necessary cases or referrals to the Domestic Abuse Caseworker.
- To manage a caseload of low dependency clients making contact via phone assessing their need and providing necessary support.
- To agree and record safety plans made with clients as well as suggesting other alternate appropriate areas of support to ensure clients are receiving some sort of support or engagement with services.
- To receive referrals and undertake appropriate risk assessments and make direct contact within 48 hours of referral.
- To put any necessary safeguards in place
- To contact all standard to medium risk survivors of domestic abuse as referred to enhance their safety and access appropriate services.
- To take standard to high-risk referrals from other agencies or individuals
- To refer to the Multi Agency Risk Assessment Conference (MARAC) if required and local IDVA service. To inform clients of the referrals to MARAC
- To work with the witness services for cases going to court
- To always maintain a professional level of communication
- To signpost and liaise with appropriate agencies and individuals as appropriate.
- To be aware of the impact on children of domestic abuse and make referrals to appropriate agencies to support the children where necessary.
- To keep clear records and plans of all contacts with service users
- Maintain a full accountability to the project through supervision.
- To promote the work of local services and provide information as necessary.

- To act as a first point of contact for those seeking information and support for domestic abuse including enquiries from other professionals and other parties as well as survivors.
- To manage a caseload of clients and create tailor made safety plans and advice to clients experiencing domestic abuse.
- To liaise with police, health, and social services to ensure necessary signposting and further referrals are completed.
- To escalate cases when necessary to the Services Manager if the client requires additional support.

## General

- To ensure compliance with legal, ethnical, regulatory and social requirements.
- To adhere to all Hertfordshire Mind Covid 19 precautionary measures.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the Data Protection Act.
- To be an active and effective team member.
- To work some hours outside of normal office hours (including evenings and weekends).
- At all times to carry out every aspect of your duties with due regard to Herts Mind Network's (HMN) policies and procedures including the Equalities Statement.
- To ensure (HMN) values are embedded in the service.
- To always maintain a professional level of communication.
- To keep clear records and plans of all contacts with clients, professionals, and meetings with external agencies.
- Maintain full accountability to the project through supervision.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.
- Full training for the role will be provided.

**Please see next page for person specification**

<b>Person Specification</b>	<b>Essential/ Desirable</b>
<b>Experience</b>	
Experience of working with vulnerable individuals	E
Experience of working with those affected by crime	D
Experience of managing a caseload	E
Evidence of working to deadlines, and achieving outcomes against targets	E
Experience of delivering monitoring and evaluation information	E
Creative and flexible approach to working with individuals	E
Demonstrable understanding of relevant legislation and policies in regards to child and adult at risk protection issues and legal responsibilities, such as the Data Protection Act, Safeguarding Children and Vulnerable Adults, Child Protection	E
<b>Skills and abilities</b>	
Excellent communication skills and ability to develop effective working relationships at all levels both one-to-one and in groups	E
Advanced interpersonal skills	E
Ability to work on own initiative whilst retaining teamwork responsibility	E
Ability to work within the principles of equal opportunities and diversity	E
Maintain personal and professional boundaries	E
Monitor personal performance against targets and standards	E
To maintain confidentiality and adhere to data protection requirements.	E
Report writing skills with the ability to present sensitive information	E
An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team	E
Ability to construct dynamic safety plans based around assessment of risk for individuals.	E
Ability to deal with stressful and difficult situations in a calm manner	E
Ability to work flexibly, independently and autonomously and prioritise and manage own workload including meeting targets and deadlines	E

<b>Knowledge/Qualifications</b>	
A professional qualification or equivalent degree related to domestic abuse, health or social care	D
Knowledge and understanding of criminal justice processes	E
Knowledge of the dynamics of domestic abuse	E
Awareness of statutory and voluntary sector resources working with vulnerable people in Three Rivers and Hertfordshire	D
Understanding of the principles of advocacy	E
Understanding of risk assessment and safety planning	E
Evidence of continual professional development	E
Willingness to undertake further training and study to develop skills and wider understanding of further issues related to domestic abuse	E
Knowledge of other support groups around mental health, financial support and family support available along with referral pathways to these services.	E
<b>Practical</b>	
Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information	E
Car driver with sole ownership of a vehicle, business insurance, a clean driving license and willingness to travel to locations countywide	E
<b>Personal circumstances</b>	
Show flexibility in working location	E

**April 2025**



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