

UAS

University Administration and Services

Student Welfare and Support Services

Job title	Specialist Caseworker (Accused Support), Sexual Harassment and Violence Support Service (SHVSS)
Division	University Administration and Services
Department	Student Welfare and Support Services (SWSS)
Location	3 Worcester Street, Oxford OX1 2BX
Grade and salary	Grade 7: £36,024 - £44,263 per annum (pro rata)
Hours	Part time – 18.5 hours
Contract type	Fixed Term Contract – 12 months
Reporting to	Service Lead
Vacancy reference	169154

The role

The post holder will provide specialist support and advice to students who have been accused of sexual harassment and/or sexual violence. Working alongside the student they will identify relevant support and welfare needs, assess safety and risk to the individual and the community, and advise on what to expect from civil and/or criminal processes. They will work closely with other services within SWSS and the wider university, colleges, and external agencies.

The post holder will be responsible for their own casework. They will contribute to the operational development of the service, developing a particular area of interest or need related to sexual harassment and sexual violence prevention and/or rehabilitation, and support the wider work of the Support Service within colleges, departments and external providers. Alongside the Service Lead and Specialist Caseworkers, they will provide guidance to colleges, contribute to the development of policy, and the delivery of training across the collegiate university.



Responsibilities

Support

You will work with the Service Lead to deliver support and advice to students who have been accused of sexual harassment and/or sexual violence. This will involve:

1. Being first port of call to students seeking support, conducting the initial assessment of students' needs, assessing immediate risks and safeguarding concerns, and implementing interventions to lower and manage risk / future risk.
2. Managing a caseload of specialist student support and advice on issues of sexual violence, relationship abuse, and sexual harassment. Working with students to provide emotional support and practical guidance through relevant processes and procedures following an accusation.
3. Explaining complex college and university processes and statutes, summarising these in a way that is accessible and relevant to students. Providing advice and guidance to students on the scope and operation of these regulations and procedures.
4. Undertaking active risk assessment of student casework, referring concerns on to the Service Lead.
5. Preserving the confidential nature of the service provision for students while responding appropriately to the institution's responsibility to others (e.g. sexual harassment and sexual violence survivors).
6. Maintaining up-to-date, professional clinical notes, correspondence and records, as well as fulfil the administrative requirements of the service.
7. Identifying and providing appropriate support and advice to students from diverse cultural backgrounds, understanding the barriers to seeking and receiving support that students face following sexual violence accusation.

You will take responsibility for:

8. Maintaining an overview of policy and other developments relating to sexual violence and student welfare within HE and beyond.
9. Participating in communities of practice and partnership working internally and externally
10. Engaging in formal structures for reflective practice and support e.g. clinical supervision, peer case discussion groups, and case management reviews

Service Development responsibilities:

11. Contributing to the development and growth of the service through the development of a specialist area of expertise to widen the range of service provision and specialist knowledge. This could be taking responsibility for a particular project or as part of a service development working group.
12. Develop and deliver relevant training programmes for college and departmental staff on sexual violence and relationship abuse.

13. Contribute to consultancy to SWSS staff to support their work with students (alongside service lead and senior caseworker).

Essential Criteria:

1. A firm commitment to supporting students who have been accused of sexual harassment and sexual violence.
2. Extensive experience of providing confidential, non-judgemental 1-1 support, including risk assessment, safety planning and supporting people in crisis.
3. Excellent written and verbal communication skills, including the ability to provide sensitive and appropriate support, negotiate and advise.
4. Capacity to quickly understand new information, statutes and processes, and with a proven ability to communicate complex concepts to a non-specialist audience.
5. Ability and skills to maintain emotional regulation and resilience to cope with the high demand and work pressures of challenging areas of work, and an ability to maintain clear, professional boundaries.
6. Excellent interpersonal skills, including diplomacy and the ability to influence and inspire the confidence of senior colleagues across the collegiate university.
7. Able to act with diplomacy and handle confidential tasks, understanding when discretion is required in sensitive work.
8. Ability to work effectively both within teams and on own initiative.
9. Excellent organisational skills, with the ability to work independently in a complex environment, taking initiative when necessary and prioritising effectively to meet deadlines.
10. Positive attitude to working in an environment of change, together with flexibility and the willingness to adapt tasks and learn new skills as the role develops.
11. Experience in developing materials and delivering training.
12. A willingness to engage with clinical supervision, reflective practice and professional development.
13. Able to use office IT systems, particularly Microsoft Excel, PowerPoint and Word, and case management systems.

Desirable Criteria:

1. Experience of working with Harmful Sexual Behaviours, Restorative Approaches/Justice, prison populations / youth offending teams or rehabilitative services.
2. Qualification in a related field e.g. counselling, psychology.
3. Experience in trauma-informed care.
4. Experience of working in the higher education sector or a comparable environment.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

This job includes access to confidential data which will require the following additional security pre-employment checks:

- Disclosure and Barring Service (TBC)

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

University Administration and Services

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk/>

Academic Administration Division

Led by the Academic Registrar, Dr Saira Shaikh, the AAD provides, or otherwise coordinates, support for the student career from pre-admission through to examination and graduation, and promotes the development of coherent systems and services across Oxford to underpin this. The Division includes AAD Administration, AAD Communications, the Careers Service, Education Policy Support, Graduate Admissions, the Language Centre, the Oxford Learning Institute, Student Registry, Student Affairs, Student Systems, Student Welfare and Support Services, Sport, and the Undergraduate Admissions and Outreach Office.

Covering most aspects of academic administration, the AAD is involved in the development of strategies and policies for approval by Council and other major University bodies. It is also responsible for promoting effective internal communication in a large and dispersed institutional structure, by operating in close partnership with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

<http://www.admin.ox.ac.uk/aad/about/>

Student Welfare and Support Services

Student Welfare and Support Services (SWSS) includes the Counselling Service and the Disability Advisory Service. The services are located within the same building and work collaboratively to provide coherent and easily accessible support to all students.

The Counselling Service was established in 1972 to complement the sources of assistance made available in college or through the college doctor system for those students who, suffering from psychological distress or personal problems, wish to seek help from a professional counsellor and who, in particular, wish to seek confidential help independently of their colleges. The service was expanded in 1990 and in the past ten years has been further expanded in response to identified need. The service sees in the region of 3200 students each year with an average of 3.5 individual sessions per student.

For more information please visit www.ox.ac.uk/students/welfare/counselling.

The Disability Advisory Service (DAS) provides information and advice on the way in which a particular disability may impact on a student's experience at the University and assists with organising disability-related study support. It also provides support and guidance to colleges and departments on a wide range of disability issues. The DAS includes the Oxford University Assessment Centre (OUAC) which provides study needs assessments for students applying for Disabled Students' Allowance (DSA).

For more information please visit www.ox.ac.uk/students/welfare/disability.

The Peer Support Programme was developed by the Counselling Service in the early 1990s in recognition of the essential role students' play in supporting and encouraging one another on a day-to-day basis throughout their time at university. The Programme seeks to better equip students for this role, enabling them to feel more confident in supporting their peers, work closely with College/ Departmental/ Divisional welfare and become more aware of other professional support networks/ services available to them.

Since its launch, it has been embraced by University of Oxford reviews as an integral part of its welfare provision <https://www.ox.ac.uk/students/welfare/peersupport>

The **Sexual Harassment and Violence Support Service (SHVSS)**, established in October 2018, exists to support Oxford University students who have been affected by sexual violence in any way, regardless of where or when the incident(s) happen or who was involved. The Service operates an empowerment model, advising students on their options and supporting them to make their own choices.

The Service has three full time members of staff, the Service Lead and two specialist caseworkers supporting survivor students, as well as an independent Sexual Violence Advisor (ISVA) seconded from Oxfordshire Sexual Abuse and Rape Crisis Centre (OSARCC). A further three Specialist Advisors work with the Service, offering time alongside their substantive roles in the collegiate University. The total staffing provision is about 3.5 FTE.

Students receive an individually tailored response (in person/online) to their needs from a Specialist Advisor or the ISVA and students have a choice of the gender of their advisor as well as other characteristics. The Service does not advocate that students take a particular course of action

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Help and support is available from: <https://hrsystems.admin.ox.ac.uk/recruitment-support>

If you require any further assistance please email recruitment.support@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.