

Careers



Incidents Caseworker

Full or part time, based in London

As the Incidents Caseworker your primary focus will be to provide full support to victims and reporters of antisemitic incidents. This is a highly visible position that requires the ability to operate and communicate in a fast-paced environment. You will be expected to build relationships with victims and witnesses of incidents and when relevant liaise with external bodies to meet the victim's needs.

You will support colleagues when they are required respond to live incidents and will escalate to management as required. Being resilient is the key to being successful in this role due to the nature of the work in addition to having a keen interest of current affairs and an understanding of issues impacting the Jewish community.

Duties include:

- Provide support to victims who have experienced a possibly traumatic event
- Provide advice to victims and reporters of the appropriate course of action and to follow up with longer term incidents
- Engage with external bodies such as the police and local authorities to ensure a satisfactory and correct outcome for the victim
- Expected to work closely across the organisation and keep relevant staff updated with the progression of an incident as it develops and through to closure
- Record incidents which have been received directly via phone, email, online, word of mouth or forwarded from other members of the organisation including volunteers
- Management of the internal database incidents files
- Liaise with the Student Security Co-ordinator regarding incidents which have occurred on campus
- Liaise with the National Security Control Room and provide support in situations of live incidents

The ideal candidate should have:

- Excellent analytical and communication skills with a natural ability to build strong relationships
- Exceptional problem-solving skills with a persistence to see issues resolved
- Excellent listening skills and a sympathetic ear
- Superb organiser with a professional and mature manner
- The ability to manage, prioritise and successfully execute multiple tasks and activities
- The ability to work independently and under pressure as well as being a proactive worker as part of a wider team
- Proactive and results orientated with the determination to see projects through from start to finish

Applicants are invited to submit their CV together with covering letter to careers@cst.org.uk, writing 'Incidents Caseworker' in the subject heading.

The closing date for applications is **31 May 2021** but may close earlier if a suitable candidate is found.