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| **Role Profile/ Job description** |
| **Title** | Criminal Justice Key Worker |
| **Team** | Halifax/Huddersfield |
| **Base** | Halifax/Huddersfield Centre |
| **Salary** | £27,443 (pro rata) |
| **Hours** | 37 |
| **Leave** | 25 days (pro rata) increasing by one day per year to a max of 30 days (plus public holidays)  |
| **Report to** | Wakefield, Calderdale and Kirklees Centre Manager  |
| **About Us** |
| Together Women is an award-winning charity that supports women and girls across Yorkshire and Humberside, with particular focus on women who are involved in or at risk of entering the criminal justice system. Our vision is for women and girls to feel safe, valued and in control of their own life choices.  From our women centres, we provide tailored support across a range of different pathways, including housing, domestic abuse, debt and unemployment. As a charity led by women, for women, we provide trauma informed, holistic support to help break cycles of trauma, abuse and re-offending, and evoke systems change.  |
| **Role summary** |
| Women become involved in the Criminal Justice System for a complex range of reasons. In our gender-specific Centres, we provide holistic support *to* women *by* women, to overcome challenges and address needs. We help women build upon their strengths and work through any barriers that are preventing them from progressing and achieving their potential.The Key Worker will engage with and provide intensive support to women in Halifax and Huddersfield offering needs-led, emotional and practical support around accommodation and finance, health and wellbeing, motivation, family and relationships, accessing services and confidence and self-esteem. Working within the Women’s specialist team you will be dynamic, personable, creative and empathic whilst being a resource to the wider West Yorkshire team, offering advice and guidance relating to the needs of women and girls. |
| **Key accountabilities** |
| Responsible for a caseload of women, to whom you will provide high quality customer support via the following:* Promoting, receiving and processing referrals in line with current practice guidelines.
* Identifying and assessing individuals’ support needs including risk assessment and informed by relevant background information.
* Building effective relationships with women; to encourage them to identify and respond to their needs, interests and personal development; and to provide guidance and support to enable them to deal with a wide range of issues affecting their lives.
* Working within and alongside an integrated model of care involving Health, Criminal Justice System and Social Care professionals.
* Providing continuous and consistent support to women, with a particular emphasis on motivation and engagement; practical issues (including family); relationships (with family, staff and peers); navigating and accessing services (including education and employment); and self-esteem and empowerment.
* Encouraging feedback from women using the service in order to promote quality assurance.
* Supporting women to help them make progress feel more stable and remain motivated to access current and future support and treatment.
* Contribute to measuring and monitoring systems as required.
* Ensure all necessary records are properly maintained in line with policies on client files, finance and administration.
* Use evaluation, learning, experience and use feedback to support service development.
* Manage and update own skills base to ensure quality service delivery and personal development in role.
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| **Role Requirements** |
| **Essential Requirements*** Experience of the delivery of services for women
* Knowledge and understanding of the challenges faced by women, the pathways into offending, and the impact this can have on their life chances and outcomes
* Experience of working with women within a support role/ frontline capacity, ideally with experience of strengths-based working and/or trauma-informed approaches
* Experience assessing needs and risks, and translating these into a person-centred support and safety plan
* Experience of case management and recording, or equivalent record keeping experience
* Experience of building positive partnerships with other agencies and experience/an understanding of the benefits of collaborative problem solving
* Strong IT skills (PC literate and competent in using MS Office)
* GCSE (or equivalent) in Maths & English - Grade C or above
* Satisfactory enhanced DBS check

**Desirable Requirements*** Relevant NVQ or equivalent at Level 3 or 4
* Experience & competence in report writing
* Knowledge of child protection issues and a familiarity with procedures affecting women with children in the criminal justice system
* Advocacy experience or skills
* Experience/ an understanding of delivering interventions or programmes which help women recover from complex trauma, develop strategies to overcome obstacles and challenges, and build their skills
* Experience/ an understanding of trauma responsive support for women.
* Experience/ an understanding of working within the criminal justice system
* Experience of group work
* Experience of delivering presentations to internal or external colleagues
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| **Our competency framework: qualities we are looking for in candidates** |
| **Client focus****Service Provision*** Demonstrates commitment and enthusiasm for working with our customer group
* Demonstrates empathy with customer group, and an understanding of gender-specific, trauma and personalised approaches.
* Ensures that the needs, wishes and aspirations of women are the main driver for casework interventions, providing encouragement and support to enable her to make choices about her future, and advocating on her behalf when necessary.
* Has/ is working towards core skills which ensure that the women receive support that is personalised, strengths-based and trauma-informed.

**Recording & monitoring*** Maintains case files and administrative/monitoring systems effectively.
* Understands the importance and can describe the benefits of good record keeping, and contract monitoring/ reporting.
* Manages caseload and delivers support as per the requirements of the service contract and the internal quality audit framework requirements.

**Interpersonal Skills****Working with others:** * Builds and maintains effective working relationships with customers and stakeholders, both within the organisation and external to it.
* Ensures that clear professional and emotional boundaries are established and maintained, while balancing this with a person-centred, trauma-informed approach.
* Demonstrates the ability to adapt approach or communication style when engaging with different groups (e.g. customers, partner agencies, stakeholders and colleagues).

**Communication*** Presents spoken and written information clearly and appropriately and to a high standard.
* Ensures that women feel informed and are involved in decisions about them.

**Diversity*** Builds trust and demonstrates respect for others, showing an awareness of the impact of own behaviour on others.
* Treats everyone fairly and consistently.
* Demonstrates an open and non-judgemental approach, seeking to understand others’ experiences and perspectives.
* Demonstrates efforts to provide inclusive environments, culturally specific support, and promotes a feeling of psychological safety for all women.

**Personal effectiveness****Risk management*** Works safely, in line with policy and procedure, knowing when to escalate or share concerns.
* Applies and promotes risk management for customers, staff, stakeholders and self.
* Aware of the need for confidentiality in dealing with certain information; an understanding of the circumstances in which confidentiality should be preserved and the circumstances in which it is right to reveal confidential information, and to whom.

**Approach to work*** Willing to learn and develop.
* Plans, organises and implements work, on own initiative with minimum direct supervision.
* Flexible and creative approach at work; able to adapt to the changing needs of the programme.
* Ability to manage time, prioritise and meet deadlines.
* Organised approach, with keen admin skills and attention to detail.
* Makes clear decisions and deals calmly and positively with challenges.
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| **The post holder is expected to work within policies and procedures of Together Women and be committed to its ethos and values.  This includes promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.**  **Please note this post is exempt under section 7 (2) (e) and (f) of The Sex Discrimination Act 1975 and therefore open to female applicants only. The successful applicant will be subject to an enhanced DBS check.** |