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| Job Description  Caseworker | |
| Post Title | Caseworker – working in the Centre and in prisons |
| Number of roles available | Two fulltime- start 1st April 2023 |
| Responsible to | Senior Caseworker |
| Location | Nottingham Women’s Centre/prison work/ Homeworking |
| Hours | 37 hours (occasionally some after 5pm work) |
| Salary | £24,903 (actual salary) |
| Contract | 31.03.2025 |
| Closing date | Friday 3rd February 2023 (or before if we have enough suitable applicants) |
| Interview date | Friday 17th February and Tuesday 21st February 2023 |
| General Description | |
| Nottingham Women’s Centre works to support women no matter what their circumstances are. We have a team of caseworkers who are specialised and experienced in working with women. We work in a trauma informed way to help women identify their needs and support. These may include education, training, volunteering and work, working with women to claim benefits and working with women in the criminal justice system (on community orders) or un-sentenced women on remand in prison, with a particular focus on accommodation, finance and social inclusion needs. In the building there are also two other organisations who work with women who have experienced sexual or domestic abuse.  This caseworker role is to support women who may have multiple and complex needs in a trauma informed and person centred way. We know that building a trusting relationship makes all the difference when it comes to women engaging with support sessions in and out of the Centre. In this role you will come across women from all backgrounds so we need someone who can build relationships easily and confidently and who has a fair minded approach, is solution focussed and empathetic with a positive mind set and is willing to go the extra mile to empower other women.  The role requires you to complete an Initial Assessment to identify each client’s needs, draft an action plan and support the woman to achieve the goals outlined in the plan. This could be by 1-2-1 information, advice and guidance sessions, referring her to services in and out of the Centre, supporting her to engage with these services, it could be by supporting her to prepare for appointments or actually attending an appointment with her. You will use your professional judgement to jointly decide the most appropriate course of action. | |
| Key Tasks and Responsibilities | |
| * Following referral from the Probation Service, you will carry out person centred assessments to identify client’s needs and support the client to develop goals and plan actions in line with this in a trauma informed way. * You will liaise with local voluntary and statutory agencies such as homelessness and substance misuse services or the local authority social care department and act as an advocate as required, always keeping the woman’s best interests at heart. If appropriate you will work with the woman to create an action plan and support her to work towards achieving her goals set within it. * Identify trends and issues arising from your work and share with colleagues to inform our policy and influencing work. * Working to tight deadlines, maintain client records and update all management information systems to enable a quality service to be delivered, monitored and evaluated (training will be provided). * Promote our activities to external agencies, potential referrers and women, from a range of demographics. * Contribute to the fundraising and development strategy of Nottingham Women’s Centre. * Work in line with our values, policies, procedures and relevant legislation. * Participate in training and development as required. * Act as an effective team member and attend and contribute to staff meetings. * Carry out other duties as directed by the CEO and the Board of Trustees.   Our current caseworkers have occasionally delivered training to staff and if you have an area of knowledge/expertise that you would like to share it would be most welcomed. Some staff also plan and deliver 1-2-1 and group programmes to clients. There may be scope for this in your role. | |
| Note | |
| This post will require an Enhanced DBS check. Having a criminal record will not necessarily disqualify you from securing the post.  As part of our anti-racism work ethnic minority candidates that meet the minimum criteria will be guaranteed an interview. This positive action is being taken to further diversify our team.  Due to the nature and sensitivity of the project’s client group, the post holder must be a self-identifying woman.  We offer a generous amount of leave, opportunities for flexible working, personal development and a supportive working environment that includes access to an employee assistance programme. | |

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| Person Specification  Caseworker | | | | | |
|  | Essential | Desirable | Assessed by | | |
| Application form | Interview | Test |
| Qualifications | GCSE pass at A-C standard (or equivalent) for English and Maths or the ability to work to this level | IAG Level 3 or higher (or prepared to work towards this) | 🗸 |  | 🗸 |
|  | Adult Education Level 2 or higher (or prepared to work towards this) | 🗸 |  |  |
| Experience | Experience of working with vulnerable adults and diverse groups on a 1-2-1 and/or group basis  Experience of delivering casework | Experience of delivering advice/support sessions | 🗸 | 🗸 |  |
|  | Experience of developing and delivering training sessions | 🗸 | 🗸 |  |
| Experience of developing others’ skills and motivation | Experience of supporting volunteers | 🗸 | 🗸 |  |
| Skills and Knowledge | Emotional resilience- with a clear understanding of self -care. | Ability to speak a language other than English – need to acknowledge creole and patois | 🗸 | 🗸 |  |
|  | Awareness of equality and diversity, particularly women’s issues and adults at risk | 🗸 | 🗸 |  |
| Able to motivate and quickly establish positive relationships with people from a range of backgrounds |  | 🗸 | 🗸 |  |
| Ability to hold appropriate boundaries with clients  Some knowledge of finance, benefit and debt process with the ability to provide advice and guidance |  | 🗸 | 🗸 |  |
|  | Knowledge of adult and child safeguarding procedures | 🗸 | 🗸 |  |
|  | Knowledge of local support services and interventions | 🗸 | 🗸 |  |
| Other | Willing and able to work outside normal office hours as required |  | 🗸 | 🗸 |  |
| We place more significance on the candidate’s personal qualities, work experience and overall suitability than we do on qualifications. Here are some of the personality traits that would suit this role | | | | | |
| * Strong interpersonal skills, including self-motivation and assertiveness * Excellent verbal and non-verbal communication with the ability to manage challenging behaviour to reduce the risk of a situation escalating * Excellent problem solving with the ability to read a situation and react accordingly * Effective listening skills with the ability to listen without judging, or jumping to conclusions * Awareness of your own emotional reactions to situations and the behaviour of those around you * Empathy and cultural awareness with the ability to put the woman’s goals at the forefront of all the work you do * Personal integrity to meet the moral standards outlined in our values * A positive outlook on life and using that positivity to motivate others and promote a positive work environment | | | | | |
| In return we will | | | | | |
| * Allow appropriate time for your induction to the Centre and your role * Regularly check in with you through supervision and informal catch ups * Support with emotional wellbeing being via access to BUPA Employee Assistance Programme * Promote continuous professional development by offering regular staff training * Listen to your ideas and suggestions on how to improve what we do * Encourage you to use your annual leave to take time off work * Say “thank you” | | | | | |