
Dear Applicant

Women's Services Practitioner Post (Female*)

**Genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1*

Thank you for your interest in applying for the above post. In the attached application pack you will find:

- Some information and background about who we are and what we do
- A detailed job description and person specification for the available position
- Information about our recruitment process (Frequently Asked Questions)

Please take time to read through the information carefully. If the post interests you and you feel you have the right skills, experience and knowledge then we'd be delighted to hear from you. Please download an application form from our website at www.ndnd.org.uk and return your completed application to us by **4pm on Monday 30 May 2022**. Applications should be sent electronically to meg.foxall@ndnd.org.uk.

We are planning to hold interviews for these posts on the week beginning **Monday 13 June 2022**. As we often receive large numbers of applications, if you have not heard anything from us by this date then please presume you have not been shortlisted.

Good luck with your application and we look forward to hearing from you !

Yours sincerely



Sara Swire
Chief Executive



We believe that all women and girls have the right to reach their potential and to live their lives free from poverty and violence. We are passionate about what we do. We know it makes a difference.

Through our work we know that women and girls affected by poverty, trauma and abuse have the potential to transform their lives. We support them by providing a safe environment and high-quality gender-responsive and trauma-informed support.

New Dawn New Day has worked to promote women's wellbeing for over 30 years and delivers a range of services designed to meet the needs of women and girls, particularly those who have been impacted by trauma.

We are committed to...

- Improving women's health and wellbeing, particularly those who face severe and multiple disadvantage or who are victims and survivors of abuse and trauma
- Improving disadvantaged women's social and economic circumstances
- Enabling greater social inclusion for women with complex needs

We will do this by...

- Ensuring that women with complex needs have opportunities to enhance their health, wellbeing and personal development as well as their economic and social circumstances.
- Developing quality early intervention services that work with women who are at risk of violence, abuse, exploitation and involvement in the criminal justice system.
- Offering holistic, wraparound, gender-responsive support to meet the multiple needs of women.
- Ensuring our services are trauma-informed
- Influencing local and national policy and practice to create improvements in services for vulnerable women.
- Being a collaborative, enterprising, sufficiently resourced and sustainable organisation.

The following principles underpin our work...

- All women have the right to live their lives free from poverty, violence and oppression.
- Women affected by poverty, trauma and abuse have the potential to transform their lives through the provision of a safe environment and high quality, gender-responsive, trauma-informed support.
- Women have the right to expect accessible, appropriate and timely support to address their individual needs.

- Women have many needs and no one service can meet the needs of any one woman. We must therefore actively collaborate and work in partnership with other agencies to enable a co-ordinated package of support to be provided.
- Women using our services have the right to have their say in how these services are run and become involved in the development and delivery of these services.

How we work

We currently provide holistic, trauma-informed support to women and specialise in working with those who present with complex needs, including criminal justice involved women and women whose circumstances place them at risk of offending.

Interventions include:

- Outreach and engagement
- Woman-centred assessment and planning
- One-to-one social and emotional support, advice and advocacy
- Supported and co-ordinated referral for specialist services such as domestic abuse, substance misuse, mental health, money advice services etc
- Trauma-informed group programmes (including emotional management, parenting, creative arts and trauma recovery)
- Education and support into volunteering and employment
- Peer support

Women who access our services are often referred through:

- Probation
- The Police
- Social Care and safeguarding
- Homelessness services
- Mental health services
- Drug and alcohol teams
- Domestic abuse services

Our clients commonly present with a combination of the following needs:

- Offending behaviour
- Poor mental health
- Substance misuse issues
- Homelessness or risk of homelessness
- Experience of sexual violence / exploitation and domestic abuse
- A history of being in local authority care
- Mild to moderate learning disabilities
- Child safeguarding issues including child removal
- Experience of being a refugee

They often present with a pattern of behaviour which means that they only tend to engage with services at crisis points and in a fragmented manner.

Background to the Post

We are seeking applications from experienced practitioners to deliver a range of support interventions to women who are in contact with the criminal justice system and referred to New Dawn New Day as part of a community sentence or on release from prison.

New Dawn New Day set up the “Just Women” Project was set up in 2010 in response to the 2007 Corston Report, which recommended the establishment of a national network of women’s services designed to address the underlying causes of women’s offending behaviour. The project is funded by the Ministry of Justice and delivered in partnership with the National Probation Service and the charity Changing Lives. It is the only specialist service of this kind in Leicestershire.

Women who access the Just Women Project are referred by Probation, who also have a team of women’s specialists who are co-located with our support team. The service is delivered from our women’s centre in central Leicester and on an outreach basis at a variety of county locations, which currently include Loughborough, Coalville and Hinckley. Although based at the women’s centre the postholder will also be required to deliver support services throughout the county.

This will be an interesting and varied post with the postholder working as part of a small team offering support on both a one-to-one and group basis. The approach is holistic, relational, gender responsive and trauma informed.

On a day-to-day basis this will involve:

- Dealing with referrals to the service; making contact with the women who are referred, liaising with colleagues in probation and setting up initial appointments.
- Carrying out a holistic assessment of women’s needs, risks and strengths and working together to identify goals and develop an action plan.
- Providing practical and emotional support to the women to enable them to take steps to towards their goals. This may involve making referrals for specialist support (eg recovery services, mental health support, education, training and employment support, debt and benefits advice etc) or providing help and advocacy to enable women to access accommodation, emergency support, safeguarding etc.
- Making check-in calls with women.
- Following up on non-attendance to encourage participation.
- Attending multi-agency and Core Group meetings as appropriate.
- Encouraging women to participate in NDND’s wider women’s centre services and support groups, including access to peer support.
- Facilitating a structured programme such as NDND’s Healthy Relationships and Emotional Management programmes.
- Referring to NDND’s specialist criminal justice IDVA (independent Domestic Violence Adviser) for additional support.
- Liaising with Probation Practitioners to ensure information is shared appropriately
- Reviewing and report progress, writing case notes and providing feedback onto the MoJ casework system.
- Attending team meetings and reflective practice sessions.
- Developing new activities and programmes in response to women’s needs.

Women's Services Practitioner (Female*)

(*Genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1)

Terms and Conditions

Responsible to	Senior Women's Services Practitioner (Criminal Justice)
Salary	£ 26,446 pa plus 6% workplace pension contribution
Hours	37 hours pw. (Monday to Friday with some early evening work required)

Job Description

Major Tasks

- Client Casework
- Group Facilitation
- Community Outreach
- Safeguarding
- Administration, monitoring and evaluation

1 Client Case Work

- a. To work with women to identify their personal, social and emotional needs and devise co-produced plans to address these needs.
- b. To undertake a risk assessment of each woman and to adhere to New Dawn New Day's risk management policies and procedures
- c. To provide one-to-one emotional and practical support to women as required by the service. This may also include dynamic risk assessment, safety planning, advocacy and assistance in accessing other services in the community.
- d. To make referrals to other agencies as appropriate including health and social care services, housing and homelessness agencies, domestic abuse and sexual violence projects, GP services, drug and alcohol treatment, supported housing, legal advice, mental health services, sexual health services, and other local specialist support voluntary sector agencies.
- e. Where appropriate, to advocate on behalf of the women to ensure that they have access to services and can exercise their legal rights
- f. To carry out regular case work reviews to assess progress and to monitor and report on individual client outcomes

2 Group Facilitation

- a. To facilitate NDND's structured group programmes
- b. To facilitate informal group activities

- c. To contribute to the ongoing development of existing NDND group programmes
- d. To contribute to the creation of new group programmes.
- e. To evaluate the effectiveness of group programmes.
- f. To provide individualised feedback relating to women's participation as required.
- g. To train and support women to co-deliver activities where appropriate

3 Community Outreach

- a. To deliver one to one support and group activities as required on an outreach basis throughout Leicestershire (currently Loughborough, Coalville and Hinckley)
- b. Where appropriate, to carry out home or community-based visits and accompany the women to appointments etc.
- c. To attend events and activities to promote NDND's services for women

4 Safeguarding

- a. To ensure that any issues relating to the safeguarding of children or vulnerable adults are responded to in line with New Dawn New Day's policies and procedures
- b. To act in accordance with the principles of Trauma Informed Practice, creating a safe environment which recognises and responds to the impact of trauma in women's lives
- c. To promote a climate of equality and diversity within the project so that women from all backgrounds and circumstances feels able to participate and voice their needs and concerns
- d. To uphold New Dawn New Day's Health and Safety requirements and to ensure that all women accessing the programme comply with these requirements

5 Administration, Monitoring and Evaluation

- a. To carry out any administrative tasks associated with the role, including the maintenance of confidential records in line with agreed systems, New Dawn New Day's policies and the requirements of the General Data Protection Act
- b. To complete all ongoing monitoring procedures and to produce monthly and quarterly monitoring information
- c. To contribute to the organisation's overall monitoring and evaluation systems, including contributing to the annual report
- d. To collect evidence of the achievement of positive progression outcomes in order to evaluate the effectiveness of the service
- e. To ensure that records are kept of all contacts and agreements between NDND, the client and appropriate agencies.

5 Other (Core Criteria for all Staff)

- a. To actively promote the new Dawn New Day's aims and objectives and to ensure that all contacts with external agencies and individuals accessing the project fully reflect the professional approach of the organisation
- b. To strive towards achieving personal and organisational performance targets
- c. To work flexibly and as member of the team and to contribute to the smooth running of the organisation, including the sharing of relevant information and expertise

- d. To make full use of regular supervision sessions, to attend and contribute to staff meetings and to participate in relevant training
- e. To contribute to overall quality assurance procedures and improvement plans
- f. To contribute to the development of services and support the development of the organisation's overall business plan
- g. To work occasional unsociable hours as required.
- h. To complete any other duties and responsibilities as requested which are commensurate with this post.

Person Specification

Essential Skills, Knowledge, Abilities and Experience

We consider the following to be the **minimum** level of skills and experience required for this role:

- Significant experience of delivering support to vulnerable, excluded and disadvantaged women (minimum 2 years)
- Effective helping skills, sufficient to support women to explore options and make positive choices
- Advocacy skills sufficient to ensure that women are able to access services and exercise their legal rights
- Experience of carrying out risk assessment procedures relevant to mental health and domestic / sexual violence
- Ability to build positive and supportive working relationships with vulnerable service users whilst maintaining appropriate professional boundaries
- Excellent understanding of the impact of trauma and the ability to ensure that services are informed by and respond to this
- Ability to listen to and respond effectively to distressing client material, maintaining the safety of the client at all times
- Ability to respond calmly, quickly and effectively in stressful situations and to effectively manage and de-escalate challenging behaviour
- Experience of developing and facilitating effective group work programmes
- Good working knowledge of the causes and effects of women's offending behaviour
- Experience and knowledge in at least 2 of the following areas:
 - Mental health
 - Homelessness and housing law
 - Substance misuse and recovery
 - Domestic abuse
 - Welfare rights
 - Sexual violence and trafficking
- Knowledge and experience of safeguarding procedures
- Ability to assess client risks when presented with a range of complex needs
- Excellent casework management skills
- Ability to care for self, ask for support when needed and offer support to others in the team
- Ability to reflect and learn from experience
- Excellent communication skills including the ability to write accurate, concise reports, case studies etc

Essential Personal Qualities

The following personal qualities and attributes are considered essential for this role:

- Compassionate and non-judgemental
- Tenacious and resilient

- Self-aware; able to recognise and manage the impact of client material on themselves
- Collaborative and able to support others
- Committed to learning through continuing professional development and supervision
- Creative and solution focussed
- Committed to NDND's vision, mission, aims and objectives
- Committed to promoting equality and diversity
- Willingness to be flexible and do what's needed to "get the job done"
- Willingness to work early evenings when required
- Ability to travel to locations throughout the county and occasionally outside the county.
- Confidence in communicating with people from a wide range of backgrounds
- Empathy, compassion and humour
- Ability to deal with feedback and constructive criticism

Desirable Criteria

- Knowledge and experience of delivering support based on the principles of trauma informed practice
- Experience of delivering psychoeducational programmes
- Ability to speak other languages and communicate effectively with women whose first language is not English
- Knowledge of rights afforded through health and social care provision, housing and homeless law, family law etc
- Degree and/or qualification in a relevant field

Important Information for Candidates / FAQs

I'd like more information – is there anyone I can speak to ?

We usually have a large volume of requests for application packs and, as a busy organisation, we may not always have a member of staff available to speak to you in person. We hope the application pack and information available through our website and social media will provide you with sufficient information to enable you to decide whether to apply for the position. We therefore urge you to read the pack carefully before contacting us in person. If you have any outstanding queries then please contact us directly and we will do our best to deal them.

You're a women's organisation – can only women apply for this post ?

Applications are welcome from all sections of the community from suitably qualified and experienced candidates. **We will always be clear when a post is available to women only** and this will be specified in the advertisements and application packs. We are only able to advertise a post exclusively to female candidates when there are grounds for exemption under the Equality Act. All candidates will need to demonstrate that they are committed to women's empowerment and the aims and values of New Dawn New Day Ltd.

How do you decide on essential and desirable criteria for the post ?

Once a job role is agreed we set about determining what qualifications, experience, skills, knowledge and personal attributes are required to undertake the role. These criteria are then selected as "essential" or "desirable". Essential criteria are those skills, qualities, qualifications etc which we deem to be the **minimum** required in order to effectively perform the role. Desirable criteria are those attributes we would ideally like the candidate to possess.

How will you shortlist my application ?

We will select your application for shortlisting on the basis of your **ability to meet the criteria outlined in the person specification**. The shortlisting process will be carried out by the recruitment panel and applications are shortlisted through a scoring process.

I don't meet all of the essential criteria – will you still shortlist me ?

Unfortunately, **only candidates meeting the minimum essential criteria will be considered for the post**. It is worth going through the person specification in detail to ensure that you meet these requirements **before** submitting an application as this will save you considerable time and energy. We are very keen for candidates to think about their transferable skills and knowledge (ie skills and experience they have utilised in other roles) however these need to be appropriate and relevant.

If I meet all the essential criteria does this mean that I am guaranteed an interview ?

The ability to meet the essential criteria will **not** guarantee your application will be shortlisted. In cases where we have a large number of candidates meeting the minimum criteria, candidates will be selected on their ability to exceed the minimum requirement.

Should I fill out the application form electronically or on paper ?

All forms should be **submitted electronically**. We expect all staff to be able to use a computer, Microsoft Word and be able to send email. If you have access needs that require you to submit an application by an alternative method then please contact us to discuss this.

Should I send you my CV ?

We only accept information which is presented on the formal application form. Therefore we **do not** accept CVs.

Who should I put down as a referee on the application form ?

All posts are offered subject to us receiving 2 satisfactory references, **one of which must be your current or most recent employer**. Your previous employer will be asked to provide confirmation of your previous role. They will also be asked information about your performance in that role and to comment on your ability to fulfil the role you have applied for. They will also be asked about other issues such as attendance, punctuality etc. If you are unable to provide us with suitable and appropriate references **the offer of employment will be withdrawn**. If you are unable to provide a reference from a previous employer you will need to **explain your reasons for at the earliest opportunity**.

I do not want my current employer to know that I am applying for this post – how will you go about getting a reference ?

References are usually only requested when an offer of employment is made. We will not contact either of your referees without your express permission.

We hope the above answers any questions you may have about the post. If you feel you would be a suitable candidate then please fill out the application. Good luck with your application - we very much look forward to hearing from you !