

**new dawn
new day**

a brighter future for women

Job applicant information pack

Interventions Support Worker

(Female*)



**Due to the nature of our work this is a genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1*

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 who have multiple unmet needs.

We will do this by...

- Ensuring that women 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 and responsive.
- Influencing 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.

Interventions Support Worker

We are seeking applicants to expand our team to better meet the increasing needs of the women referred to NDND.

NDND works with women who are involved in the criminal justice system, providing specialist services designed to address the underlying causes of offending. We support women at various points in their journey, from early intervention and diversion through to intensive, wrap-around support for those serving community sentences or leaving prison. NDND provides specialist, gender-responsive support to women across Leicestershire. Our work is rooted in trauma-informed practice and aims to address the underlying causes of women's involvement in the criminal justice system. We work in partnership with the National Probation Service, Office of Police and Crime Commissioner, local statutory agencies, and charities to deliver holistic support that empowers women to make positive changes in their lives.

We are inviting applicants who are passionate about supporting women to reach their potential and have experience of working with women who present with multiple unmet needs. Our ideal candidate will have:

- At least 1 years' experience of delivering support to vulnerable, excluded, and disadvantaged women.
- Knowledge of the causes and impact of women's offending.
- A good understanding of trauma informed practice (or a willingness to learn and develop their practice using this approach).
- A good level of administrative ability
- Experience of supporting women with multiple unmet needs

Salary and Benefits

Salary	£ 24,242 pa for 22 hours per week (Pro-Rota equivalent £14,414.50)
Annual leave	25 days, plus 4 extra days Christmas plus Bank Holidays (Pro-Rota equivalent)
Pension	Workplace pension scheme offering 6% employer contribution.
Contract	Permanent (subject to continued funding for this post from April 2028)
Reporting to	Business Manager

Other benefits

We offer a highly supportive workplace culture, committed to supporting you with your personal and professional development, which offers regular support through training and trauma-informed reflective practice with senior colleagues.

Job Description

Major Tasks

- Case Management Support
- Safeguarding
- Administration, Monitoring, and Evaluation
- Other

1 Case Management Support

- 1.1 To make referrals to other agencies as appropriate including food banks, debt and benefit advice, housing and homelessness agencies, domestic abuse and sexual violence projects, legal advice, mental health services, sexual health services, and other local specialist support voluntary sector agencies.
- 1.2 To advocate on behalf of the women to ensure that they have access to services and can exercise their legal rights.
- 1.3 Provide support with budgeting and financial management.
- 1.4 Work in collaboration with NDND's Women's Services Practitioners, receiving referrals from their caseloads to assist in securing emergency provisions, making outbound referrals, and accessing additional support.
- 1.5 Have ownership of managing donations, ensuring their appropriate distribution to clients based on need, while also creating opportunities to engage new donors and maintain relationships with existing supporters and partner organisations.
- 1.6 Create and maintain a comprehensive database of available support services and organisations, ensuring it remains up to date and relevant. Proactively disseminate this information to the wider team and encourage its application to enhance the support offered to women.
- 1.7 Reviewing and report progress

2 Safeguarding

- 2.1 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.
- 2.2 To act in accordance with the principles of Trauma Informed and Responsive Practice, creating a safe environment which recognises and responds to the impact of trauma in women's lives.
- 2.3 To work within New Dawn New Day's Health and Safety policies and practices and to ensure that all women accessing our services comply with these requirements.

3 Administration, Monitoring and Evaluation

- 3.1 Carry out all administrative tasks associated with the role, including maintaining confidential records in line with agreed systems, New Dawn New Day's policies, and the requirements of the General Data Protection Act.
- 3.2 To complete all ongoing monitoring procedures and to produce monthly and quarterly monitoring information.
- 3.3 To contribute to the organisation's overall monitoring and evaluation systems, including contributing to the annual report.
- 3.4 To support
- 3.5 Ensure all referrals, both internal and external, are accurately logged on NDND's CRM system.
- 3.6 Maintain detailed records of all contacts and agreements between NDND, clients, and relevant agencies.
- 3.7 To collect feedback and commentary from clients, visitors and staff in order to evaluate the effectiveness of the service.

4 Other (Core Criteria for all Staff)

- 4.1 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.
- 4.2 To attend events and activities to promote NDND's services for women.
- 4.3 To strive towards achieving personal and organisational performance target.
- 4.4 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.
- 4.5 To make full use of regular supervision sessions, to attend and contribute to staff meetings and to participate in relevant training.
- 4.6 To contribute to overall quality assurance procedures and improvement plans
- 4.7 To contribute to the development of services and support the development of the organisation's overall business plan.
- 4.8 To work occasional additional hours as required.
- 4.9 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 1 year).
- Effective helping skills, sufficient to support women to explore options and make positive choices.
- 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, always maintaining the safety of the woman.
- Ability to respond calmly, quickly, and effectively in stressful situations and to effectively manage and de-escalate challenging behaviour.
- Knowledge and experience of safeguarding procedures.
- Ability to assess client risks when presented with a range of multiple unmet needs and provide assessments when required.
- Excellent case management and recording skills.
- Confident and experienced in the use of IT applications, including MS Office and case management systems.
- 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.

Essential Personal Qualities

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

- Committed to New Dawn New Day's vision, mission, aims and objectives.
- Compassionate and non-judgemental.
- Tenacious and resilient.
- Self-aware and able to recognise and manage the impact of working with people who have experienced trauma.
- Collaborative and able to support others.
- Creative, solution focussed and committed to learning through continuing professional development and supervision.
- Committed to promoting equality and diversity.
- Willingness to be flexible and make changes in response to evaluation, learning and feedback.
- 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

The following skills, experience and knowledge are considered **desirable** for this role:

- Knowledge and experience of delivering support based on the principles of Trauma Informed and Responsive practice.
- Specific in-depth knowledge of relevant areas of need: accommodation and homelessness, substance misuse, mental health
- 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.
- Experience of delivering group activities.

How to Apply

Please send us a CV setting out your employment history and qualifications and alongside a personalised covering letter in support of your application demonstrating how you meet the skills, competencies and personal qualities as set out in the person specification.

Please also ensure that you provide the details of 2 referees, one of which must be your previous or current employer. At least one referee must be able to comment on your suitability to work in this role at New Dawn New Day.

Please send your completed application to hayley.taylor@ndnd.org.uk with “Interventions Support Worker” in the subject line.

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 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 women 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 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 based on 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** applying 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 many 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 apply by an alternative method then please contact us to discuss this.

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 !