

**new dawn  
new day**

a brighter future for women

# Recruitment information pack

**Women's Services Practitioner  
(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 coordinated 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.

## Who are New Dawn New Day

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.

Our services include:

**Partnership work with Probation** to support women subject to community sentences or post-custody supervision, offering tailored interventions to help them rebuild their lives.

**Early intervention and diversionary** support for women in contact with the police, providing opportunities to engage in positive change and prevent further involvement in the criminal justice system.

**Specialist Criminal Justice IDVA (Independent Domestic Violence Advisor) service**, offering dedicated support to women affected by domestic abuse alongside their involvement in the justice system.

**Holistic, wrap-around support** for women facing complex challenges, ensuring they receive tailored and intensive support interventions.

Women accessing our services may be referred by Probation, the Police, or other agencies. Support is provided from our women's centre in central Leicester and on an outreach basis at various county locations, including Loughborough, Coalville, Melton and Hinckley. While these roles will be based at the women's centre, the postholder may also be required to deliver support services throughout the county as needed.

## What We Offer

Our approach is holistic, relational, gender-responsive, and trauma-informed. Our roles are interesting and varied, with the postholder working as a part of a small team offering one-to-one and group-based support

We welcome applications from individuals with experience of working with women facing multiple disadvantages, particularly those with knowledge of trauma-informed practice, domestic abuse, substance misuse, and mental health.

Working in a trauma-informed organisation like NDND offers a unique and supportive environment where staff are encouraged to develop both professionally and personally. Our trauma-informed

approach ensures that not only the women we support but also our team members benefit from a workplace culture that prioritises psychological safety, collaboration, and well-being. By embedding trauma-informed principles into our practice, we recognise the impact of trauma on individuals and aim to create a space where staff feel valued, heard, and supported. This approach promotes resilience, reduces burnout, and enhances professional growth by encouraging reflective practice, peer support, and continuous learning. For individuals passionate about making a difference, working in a trauma-informed organisation provides the tools and understanding needed to create meaningful growth—both for the women we support and within ourselves.

Joining NDND means becoming part of a supportive team that is committed to making a real difference in women’s lives. Our organisation embeds trauma-informed principles throughout our work and offers:

- A trauma informed and rewarding working environment.
- Regular reflective practice and supervision.
- Training and professional development opportunities.
- The chance to contribute to the growth and development of specialist women’s services in Leicestershire.

## Salary and Benefits

<b>Salary</b>	£27,239 or Pro-Rota equivalent based on role and experience
<b>Hours</b>	Full time, part time & MAT cover available
<b>Annual leave</b>	25 days, plus 4 extra days at Christmas plus Bank Holidays or Pro-Rota equivalent.
<b>Pension</b>	Workplace pension scheme offering 6% employer contribution.
<b>Contract</b>	Permanent (subject to continued funding)
<b>Reporting to</b>	Senior Women’s Services Practitioner or Chief Operating Officer

### 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.

## Key Responsibilities

- Managing referrals, contacting women referred to the service, and liaising with probation and other key agencies.
- Carrying out holistic assessments of women’s needs, risks, and strengths, developing action plans based on their goals.
- Providing both practical and emotional support, including referrals to specialist services such as recovery support, mental health services, education, employment support, debt advice, and housing assistance.
- Encouraging participation in NDND’s wider women’s centre services, peer support, and specialist programmes.

- Making regular check-in calls, following up on non-attendance, and rearranging appointments as appropriate.
- Liaising with Probation Practitioners, police, and other professionals to ensure information is shared appropriately.
- Provide high-quality support to women engaged with our services, using a trauma-informed approach.
- Develop and maintain strong, trust-based relationships with service users to support their journey towards positive change.
- Work collaboratively with external agencies, including probation, social care, and other support services, to provide holistic support.
- Maintain accurate records and contribute to monitoring and evaluation processes to evidence the impact of our work.
- Advocate for service users, ensuring their voices are heard and their rights upheld.
- Participate in team meetings, reflective practice, and training to continually develop professional practice.

## About You

We are looking for candidates who are passionate about supporting women and committed to working within a trauma-informed framework. The ideal candidate will have:

- Experience delivering support to vulnerable, excluded, and disadvantaged women (requirements may vary by role, with some positions requiring at least two years' experience).
- A strong understanding of the causes and impact of women's involvement in the criminal justice system.
- Knowledge of, or a willingness to develop, trauma-informed practice, with an open and reflective approach to learning.
- The ability to work collaboratively with partner agencies and within a multidisciplinary team.
- Excellent communication and organisational skills, with a compassionate and inquisitive approach.

## Person Specification

### Essential Skills, Knowledge, Abilities and Experience

- Experience working with individuals who have experienced trauma, disadvantage, or the criminal justice system.
- Strong interpersonal skills with the ability to build rapport and trust with service users.
- Understanding or curiosity of trauma-informed practice and its application in frontline support work.
- Ability to work independently and as part of a team.
- Commitment to equality, diversity, and inclusion.

### Desirable Criteria

The following skills, experience and knowledge are considered **desirable** for our roles:

- Lived experience relevant to the roles.
- Knowledge of safeguarding procedures and best practices.
- Experience working in a multi-agency setting.
- Relevant qualifications in social work, psychology, counselling, or a related field.

## How to Express an Interest

If you are interested in working with us, please complete our **expression of interest form** via the link below. This will allow us to contact you with details of available positions and the next steps in the application process.

### [New Dawn New Day – Expression of Interest Form](#)

Once we receive your submission, a member of our team will be in touch to discuss current opportunities and guide you through the formal application process.

If you have any questions about the expression of interest process or the roles available, please feel free to contact us at [admin@ndnd.org.uk](mailto:admin@ndnd.org.uk).