

**new dawn  
new day**

a brighter future for women

# Job applicant information pack

**Women's Services Practitioner – OOCR Intensive  
Support**  
(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.

## Women's Services Practitioner – Intensive Support

We are seeking applications from experienced practitioners to deliver a range of support interventions to women referred to New Dawn New Day through our Out of Court Resolution (OOCR) pathway. These women may be diverted from formal criminal justice processes and can present with complex needs and significant barriers to engagement.

This post will complement our existing OOCR pathway by working specifically with women who present with a higher level of need and who face greater challenges in accessing support. The role offers an opportunity to provide intensive, wraparound support that is responsive to the realities of women's lives and rooted in trauma-informed, relational practice.

The OOCR pathway is delivered in partnership with the OPCC, and forms part of NDND's wider commitment to trauma informed support within criminal justice interventions. Support is delivered from our women's centre in central Leicester and on an outreach basis across 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.
- Managing referrals to the service: making initial contact with referred women, liaising with police and partner agencies, and setting up appointments.
- Carrying out holistic assessments of each woman's needs, risks, and strengths, and co-producing action plans that reflect their goals and priorities.
- Delivering support in community settings when attending the centre is a barrier, including home visits and accompaniment to appointments.
- Providing practical and emotional support to help women take steps towards their goals. This may include referrals to specialist services (e.g. recovery, mental health, education, employment, debt and benefits advice), or advocacy to access housing, emergency support, or safeguarding.
- Making regular check-in calls and following up on non-attendance to encourage continued engagement.
- Attending multi-agency meetings and Core Groups where appropriate, contributing to coordinated support planning.
- Encouraging women to access NDND's wider services, including peer support and structured group programmes.
- Facilitating NDND's Healthy Relationships and Emotional Management programmes, and supporting women to engage meaningfully.

- Referring to NDND's specialist criminal justice IDVA for additional support where domestic abuse is a factor.
- Liaising with police and other referring agencies to ensure appropriate information sharing and continuity of care.
- Reviewing progress, maintaining accurate case notes, and contributing to monitoring systems and reporting requirements.
- Participating in team meetings and reflective practice sessions to support learning and wellbeing.
- Contributing to the development of new activities and programmes in response to women's needs and feedback.

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 2 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).

## Salary and Benefits

<b>Salary</b>	£28,329 per annum (pro-rata: £15,312 for 20 hours per week)
<b>Hours</b>	20 hours per week
<b>Annual leave</b>	25 days, plus 4 extra days Christmas plus Bank Holidays pro-rata.
<b>Pension</b>	Workplace pension scheme offering 6% employer contribution.
<b>Contract</b>	Permanent (subject to continued funding for this post from October 2027)
<b>Reporting to</b>	Senior Women's Services Practitioner – OOCR Project

### 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 & Outreach
- Group Facilitation
- Safeguarding
- Administration, Monitoring, and Evaluation

## **1 Case Management and Outreach**

- 1.1 To work with women identified as having multiple unmet needs, to identify their personal, social and emotional needs and devise co-produced plans to address these needs.
- 1.2 To hold a small case load of women with high levels of unmet needs.
- 1.3 To be self-assured and competent with lone-working and community outreach support work.
- 1.4 To undertake a risk assessment of each woman and to adhere to New Dawn New Day's risk management policies and procedures.
- 1.5 To provide one-to-one emotional and practical wraparound support to women as determined by the needs presented. This may also include dynamic risk assessment, safety planning, advocacy, and assistance in accessing other services in the community.
- 1.6 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.
- 1.7 To advocate on behalf of the women to ensure that they have access to services and can exercise their legal rights.
- 1.8 Where appropriate, to carry out or community-based visits and accompany the women to appointments etc.
- 1.9 To carry out regular case work reviews to assess progress and to monitor and report on individual client outcomes.
- 1.10 To assess women's suitability for the programme and any learning or access needs..

## **2 Group Facilitation**

- 2.1 To facilitate NDND's structured group programmes.
- 2.2 To facilitate informal group activities.
- 2.3 To contribute to the ongoing development of existing NDND group programmes.
- 2.4 To contribute to the creation of new group programmes.
- 2.5 To evaluate the effectiveness of group programmes.
- 2.6 To provide individualised feedback relating to women's participation as required.
- 2.7 To train and support women to co-deliver activities where appropriate.

## **3 Safeguarding**

- 3.1 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.
- 3.2 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.
- 3.3 To promote a climate of equality and diversity within the project so that women from all

backgrounds and circumstances feel able to participate and voice their needs and concerns.

- 3.4 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.

## **4 Administration, Monitoring and Evaluation**

- 4.1 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.
- 4.2 To complete all ongoing monitoring procedures and to produce monthly and quarterly monitoring information.
- 4.3 To contribute to the organisation's overall monitoring and evaluation systems, including contributing to the annual report.
- 4.4 To collect evidence of the achievement of positive progression outcomes to evaluate the effectiveness of the service.
- 4.5 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)**

- 5.1 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.
- 5.2 To attend events and activities to promote NDND's services for women.
- 5.3 To strive towards achieving personal and organisational performance target.
- 5.4 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.
- 5.5 To make full use of regular supervision sessions, to attend and contribute to staff meetings and to participate in relevant training.
- 5.6 To contribute to overall quality assurance procedures and improvement plans
- 5.7 To contribute to the development of services and support the development of the organisation's overall business plan.
- 5.8 To work occasional additional hours as required.
- 5.9 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 2 years).
- 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](mailto:hayley.taylor@ndnd.org.uk) with “Women’s Services Practitioner – Intensive Support” in the subject line.

## Important Information for Candidates / FAQs

### 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 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 my application?**

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 !*