## Role information

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| Job title: | Intensive Supervision Court Women’s Specialist | Travel required: | Travel required |
| Location: | Covering Birmingham – based at our Jewellery Quarter Office | Position type: | Emotional and Practical support for women in the criminal justice system |
| Service area: | Women’s Justice Service | Salary: | £25,268 |
| Responsible to: | Women’s Justice Manager | Working hours: | 37.5 hours per week  Flexible working may be needed - day time, evening and some weekend work |

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| Additional requirements | Organisational benefits |
| * May require some work outside of normal office hours * Full driving license with willingness to use own vehicle * DBS check to be undertaken * Eligibility to work in the UK * Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female * The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director, such a group work and presentations * This job description will be subject to review as part of the annual appraisal process | * Mileage allowance * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 25 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service * 1 wellbeing day (pro rata) * Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days * Bi-annual staff away days * Regular internal newsletter created by staff * Time off in lieu (TOIL) when overtime is required * 5% employer contribution to pension |

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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience. **BCWA Women’s Justice Service**  Our women’s justice services support women in the criminal justice system, women who are homeless or at risk of becoming homeless, and women who may struggle with mental health issues or drugs and alcohol. We offer a range of help including emotional and practical support, including one to one risk and needs assessments, trauma informed program sessions, like skills and finding safe accommodation. We support women to cope with difficult circumstances and plan a safer future.  **The Intensive Supervision Court Women’s Specialist Job Role**  The Intensive Supervision Court is a specialist problem-solving court for women in Birmingham. It can offer alternative, intensive, community-based sentences for women on the cusp of custody. They can be given a community order which asks them to engage with intensive support from multiple services.  The aim is to integrate care and support services, for vulnerable women with multiple co-occurring social challenges, all under the authority of a single judge.  The ISC is a place where partners working across a range of organisations (housing, mental health, substance misuse, Children’s services, women’s services, and others) co-deliver a multifaceted intervention programme, delivering joint appointments and assessments so that the women do not have to repeat their story.  Caseworkers will support women to court reviews monthly and be their point of contact, providing a trauma-informed approach and pastoral support throughout the entirety of their order. |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.  The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. Victims of violence are at the heart of everything we do.  BCWA listens, supports and cares. |
| Commitment to safeguarding | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.  Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.  All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions. |
| Equality and diversity | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.  BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service. |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data.  All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** | |
| 1 | Manage a caseload which involves all aspects of case management including: risk assessment, needs assessment, support planning, outcomes, case review and ensuring that the case management databases are up to date with relevant information in a timely manner. |
| 2 | Facilitate a portfolio of programs and workshops around issues such as parenting, self-esteem, domestic abuse, healthy relationships, relaxation and communication. |
| 3 | Conduct one to one work to meet individual emotional and practical needs of the service user. |
| 4 | Act as an advocate and independent voice for clients, attending multi-agency and partnership meetings where necessary. |
| 5 | Maintain partnerships with Criminal Justice System, health, employment, education and other relevant partners and work to agreed working protocols |
| 6 | To integrate the with other BCWA services ensuring service users are able to access support regarding domestic and sexual violence or exploitation for individuals and/or family members. |
| 7 | Have an understanding of all aspects of female offending, domestic abuse, sexual violence and trafficking to be able to advise agencies and clients of entitlements, services and support available and their referral pathways. |
| 8 | To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the Service Manager or, if unavailable, another The team senior. |
| 9 | To develop and maintain a culture and systems that promote equality and value diversity and offer empathy to women who are within the criminal justice system, both perpetrators and victims of crime. To recognise, respect and address the needs of service-users who face particular barriers when seeking help, including those from hard to reach groups. |
| 10 | To attend regular court review meetings in order to manage service user progress through relevant programs |
| 11 | To provide statistical monitoring and narrative for reports as required. |

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| **General Duties** | |
| 1 | Involve and encourage service user feedback and consultation in all aspects of the service. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role. |
| 6 | Reporting to the service manager in line with the contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 9 | To develop innovative ways of working with victims of abuse based on good practice and evidence based research. |
| 10 | To support students, volunteers and apprentices as required. |
| 11 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 12 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | | Essential Criteria | Desirable Criteria | How Measured   * A – application * I – interview * T – test * R – references * E – evidence (ID, certificates) |
| 1 | GCSEs English and Mathematics – Grade C or above.  Minimum NVQ Level 3 in relevant subject, working with adults and/or children or demonstrable equivalent experience. | X |  | A, E |
| 2 | Experience of working with vulnerable people, acknowledging safeguarding concerns and responding appropriately. | X |  | A,I |
| 3 | Experience of handling a caseload. | X |  | A,I |
| 4 | Experience of working with individuals with complex needs, such as mental health and substance misuse. | X |  | A,I |
| 5 | Experience of using risk assessments and appropriate interventions tools to manage and identify risk. | X |  | A,I |
| 6 | Experience of working/liaising within a multi-agency setting with a range of stakeholders and representing clients/organization an external meetings. | X |  | A,I |
| 7 | Experience of preparing accurate and concise case notes and reports based upon fact and professional judgment for a variety of purposes including case conferences and/or formal proceedings. | X |  | A,I |
| 8 | Experience of delivering intervention programs and evidence based interventions. | X |  | A,I |
| 9 | Experience of working within a tendered/formally contracted/commissioned arrangement. |  | X |  |

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| Knowledge | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Understanding of motivational interviewing |  | X | I |
| 2 | Understanding of trauma informed approaches | X |  | A, I |
| 3 | Knowledge of the Violence Against Women and Girls Strategy and the gendered nature of violence. |  | X | I |
| 4 | Have knowledge and experience of applying health and safety, GDPR compliance and management. | X |  | I |
| 5 | Have knowledge of the infrastructure and policy framework around female offenders and the issues affecting them. |  | X |  |
| 6 | Have knowledge of the dynamics and impact of domestic and sexual violence and their effects on victims. | X |  | I |
| 7 | Have a comprehensive level of knowledge of relevant legislation and good practice requirements, particularly in safeguarding children. | X |  | I |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Demonstrable ability to use Microsoft Office (Word, Excel, Outlook, Access, Teams) and other virtual platforms. | X |  | A |
| 2 | Maintain professional boundaries and know when to seek management guidance and support when required. | X |  | I |
| 3 | Ability to hold and manage a caseload and work to timescales (using a SMART approach). | X |  | I |
| 4 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | X |  | I |
| 5 | Ability to plan and prioritise time and resources when competing demands arise. | X |  | I |
| 6 | Have strong crisis management skills and the ability to deal with stressful and difficult situations. | X |  | I |
| 7 | Ability to develop supportive relationships and clear boundaries with vulnerable adults in a non-judgmental way showing sensitivity for others’ viewpoints and valuing diversity. | X |  | I |
| 8 | Ability to communicate effectively, build and develop relationships with partner agencies and clients through telephone, face to face and written reports. | X |  | I |
| 9 | Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | X |  | I |
| 10 | Able to deliver programs on issues around violence and abuse, communication, relaxation and other relevant topics. | X |  | I |

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| Personal Attributes | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives | X |  | I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion | X |  | I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse | X |  | I |
| 4 | Organised, proactive and consistent delivery of work | X |  | I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others | X |  | I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work | X |  | I |

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| Other Requirements | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required |  | X | A, I |
| 3 | Eligible to work in the UK | X |  | E |

# Version control and Sign off

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| Job description produced by: | Amy Chandla  Women’s Justice Manager | Date Produced | 29/09/2025 |
| Job description reviewed and approved by: | Name  Role | Date Approved |  |