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| **Women’s Court Diversion Keyworkers Role Profile / Job Description** |
| **Title** | Women’s Court Diversion Keyworker |
| **Team** | Women’s Community Services – Bristol Women’s Centre |
| **Salary** | £23,000 - £24,000  |
| **Location**  | Bristol and Bath Magistrates court, and surrounding areas |
| **Hours** | 35 hours per week  |
| **Leave** | 25 days (plus public holidays)  |
| **Pension**  | Auto Enrolment Pension (6% employer contribution)  |
| **Report to** | Diversion Senior Project Worker  |
| **About us** |
| The Nelson Trust’s award winning Women’s Centres provide holistic, gender-specialist support to women facing multiple disadvantages, including women involved (or at risk of being involved) in the criminal justice system. Our Women’s Centres are located in Gloucestershire, Swindon, Bristol, Somerset, Cardiff, Swansea and HMP Eastwood Park. Our centres offer safe, women-only spaces where women can get support to address a wide range of needs. |
| **Role summary** |
| This is a new MoJ funded service that will work within our Bristol Women’s Centre and Bristol and Bath magistrate courts to divert women away from custody, providing a direct pathway to a wide range of well-established gender-responsive community support services including the Nelson Trust Women Centres. This is an exciting role where as the Court Diversion Keyworker you will develop and deliver the new court service ensuring that probation and sentencers are informed of each woman’s circumstances leading to her offending, and offer alternative community solutions which address her needs. The Court Diversion Keyworker will: 1. **Early engagement**: Work alongside the Liaison and Diversion/SHE and wider Women’s Centre teams, ensuring early engagement with women prior to court appearance; ensuring women have undertaken a comprehensive assessment of need and have a plan of support which addresses her needs and drivers of offending
2. **Support women at court appearances:** providing on the day support and advocacy on behalf of women (including to enable progress and engagement with services), providing information to criminal justice professionals to feed into pre-sentence reports (including advising on alternative solutions to custodial sentences),
3. **Sentencer engagement:** in agreement and partnership with Probation Services, we will contribute to Magistrates’ liaison events & increasing judiciary awareness events, demonstrating the benefits of Women’s Centres, providing case studies and success stories and progress reports where women have been sentenced to a community alternative to custody.
4. **Support women to access support:** The key worker will accompany women to any immediate appointments following assessment or court appearance providing 1:1 support and supported access to other services (e.g. substance misuse, accommodation, domestic abuse specialist services)
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| **Key accountabilities** |
| Working within the Diversion Team in the Women’s Centre, you will be proactive, organised, personable and empathic. You will need to be able to work effectively both independently and as part of in person and virtual teams, sometimes under pressure to meet challenging deadlines. You will be responsible for a caseload of women to whom you will provide high quality, trauma-informed and person-centred support by:* Working alongside the court and Probation Practitioners, to inform pre-sentence reports, offering solutions to custodial sentences, providing information to sentencers on the individual and wider social benefits of community alternatives for women.
* Identifying and assessing women’s support needs, risk factors and protective factors.
* Building effective relationships with women; encouraging them to identify and prioritise their needs, interests and areas for personal development; and to provide guidance and support to enable them to deal with a wide range of issues affecting their lives.
* Using strengths-based principles to develop a personalised support plan which is tailored to her wishes, and which reflects appropriate interventions based on her lived experience and pathway into offending.
* Developing a tailored risk management strategy which builds on her protective factors and provides interventions to help her develop skills to manage new/future risks.
* Working with women on a one to one basis to introduce them to support services so that they can participate in, and benefit from, the support offered. This will include programmes within the Women’s Centre as well as in the community.
* Providing continuous and consistent support to women, with a particular emphasis on: motivation and engagement; practical issues navigating and accessing services; and self-esteem and empowerment.
* Providing regular 1:1’s with women to help them remain motivated to access support and treatment.
* Supporting women with concerns about their children and engaging with relevant Children’s Services as necessary.
* Establishing networks with other agencies to provide supported access to address womens needs holistically
* Contribute to measuring and monitoring systems as required
* Ensure all necessary records are properly maintained in line with policies on client files, and administration.
* Use evaluation, learning and feedback to support service development.
* Support the Centre Managers with stakeholder engagement and ongoing service development.
* Manage and update own skills base to ensure quality service delivery and personal development in role.
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| **Role requirements** |
| **Essential*** Strong IT skills (PC literate and competent in using MS Office)
* Experience of working with women within a support role/ frontline capacity, ideally with experience of strengths-based working and/or trauma-informed approaches
* Ability to assess needs and risks and translate these into a person-centred support and safety plan
* Experience of case management and recording, or equivalent record keeping experience
* Experience of building positive partnerships with other agencies and experience/an understanding of the benefits of collaborative problem solving
* Knowledge and understanding of the challenges faced by women, the pathways into offending, and the impact this can have on their life chances and outcomes
* A developed understanding of adult safeguarding and child protection

**Desirable*** Experience & competence in report writing
* Knowledge of child protection issues and a familiarity with procedures affecting women with children in the criminal justice system
* Advocacy experience or skills
* Experience/ an understanding of delivering interventions or programmes which help women recover from complex trauma, develop strategies to overcome obstacles and challenges, and build their skills
* Experience/ an understanding of trauma responsive support for women.
* Experience/ an understanding of working within the criminal justice system
* Experience of delivering presentations to internal or external colleagues
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| **Qualities we are looking for**  |
| **Client focus****Service Provision*** Demonstrates commitment and enthusiasm for working with our beneficiary group
* Demonstrates empathy with our beneficiary group, and an understanding of gender, trauma and personalised approaches.
* Ensures that the needs, wishes and aspirations of women are the main driver for casework interventions, providing challenge and support to enable her to make choices about her future, and advocating on her behalf when necessary.
* Has/ is working towards core skills which ensure that the women receive support that is personalised, strengths-based and trauma-informed.

**Recording & monitoring*** Maintains case files and administrative/monitoring systems effectively.
* Understands the importance and can describe the benefits of good record keeping, and contract monitoring/ reporting.
* Manages caseload and delivers support as per the requirements of the service contract and the internal quality audit framework requirements.

**Interpersonal Skills****Working with others:** * Builds and maintains effective working relationships with women and stakeholders, both within the organisation and external to it.
* Ensures that clear professional and emotional boundaries are established and maintained, while balancing this with a person-centred, trauma-informed approach.
* Demonstrates the ability to adapt approach or communication style when engaging with different groups (e.g. beneficiaries, partner agencies, stakeholders and colleagues).

**Communication*** Presents spoken and written information clearly and appropriately and to a high standard.
* Ensures that women feel informed and are involved in decisions about them.

**Diversity*** Builds trust and demonstrates respect for others, showing an awareness of the impact of own behaviour on others.
* Treats everyone fairly and consistently.
* Demonstrates an open and non-judgemental approach, seeking to understand others’ experiences and perspectives.
* Demonstrates efforts to provide inclusive environments, culturally specific support, and promotes a feeling of psychological safety for all women.

**Personal effectiveness****Risk management*** Works safely, in line with policy and procedure, knowing when to escalate or share concerns.
* Applies and promotes risk management for beneficiaries, staff, stakeholders and self.
* Aware of the need for confidentiality in dealing with certain information; an understanding of the circumstances in which confidentiality should be preserved and the circumstances in which it is right to reveal confidential information, and to whom.

**Approach to work*** Willing to learn and develop.
* Plans, organises and implements work, on own initiative with minimum direct supervision.
* Flexible and creative approach at work; able to adapt to the changing needs of the programme.
* Ability to manage time, prioritise and meet deadlines.
* Organised approach, with keen admin skills and attention to detail.
* Makes clear decisions and deals calmly and positively with challenges.
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| **The post holder is expected to work within policies and procedures of The Nelson Trust and be committed to its ethos and values.**  All posts within The Nelson Trust are subject to a six month probationary period.*This post is exempt from the Rehabilitation of Offenders Act (1974) as it involves access to vulnerable adults and/or children and successful applicants will be required to undertake an enhanced level Disclosure & Barring Service Check. Applicants must be prepared to disclose any convictions they may have and any orders, which have been made against them. Our organisation is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.* *This post is exempt under the Equality Act 2010, Schedule 9, Part 1*  |