



The Women's Centre Cornwall

JOB DESCRIPTION & PERSON SPECIFICATION

TITLE OF POST: **Keyworker**

RESPONSIBLE TO: **Service Manager – Criminal Justice**

SALARY: **£30,075 per annum**

HOURS: **37 hours a week to be worked flexibly**

Contract until March 2028

Background

A pilot programme is launching which will provide support to women and their families who have experienced – or are at risk of experiencing – repeated pregnancies that result in children needing to be removed from their care. Our partnership aims to break this cycle, by giving women and their families time and opportunities to reflect on their trauma and loss and develop new skills and responses to provide a more positive future. The focus is on building trusting relationships to help women and their families with complex needs access help to support their wellbeing. The principal aim of the project is to support parental wellbeing by responding to trauma and loss and the focus of the project is therefore not on parenting interventions.

Host Organisation

This role is hosted and employed by The Women's Centre Cornwall. The Women's Centre Cornwall has grown from its early roots as a Rape Crisis Centre into an innovative, award-winning feminist organisation which provides a wide range of services for women and girls in our communities. Our work with survivors of sexual and domestic violence is our core specialism as we believe that there can be no real gender equality without a complete cessation of violence against women. In addition, we provide community-based activities across Cornwall and support women in contact with the criminal justice system across Cornwall, Devon and Dorset and HMP Eastwood Park in Gloucestershire. The Women's Centre Cornwall works in partnership with a range of other providers to deliver services to people of all genders including men and boys.

The keyworker role

The keyworker will be skilled in delivering relationship-based practice, recognising the underlying anxiety and trauma experienced by women with complex needs. You will be experienced in delivering persistent, creative and bespoke responses that build trust to develop a therapeutic relationship. You will be passionate about delivering things differently, recognising the inequalities and challenges experienced by our families and be committed to working as part of a network where everyone takes an energetic, flexible and collaborative approach to their work.

The role will provide additional resource to work with families either in the early stages of pregnancy or when parents have been separated from their children. The postholder will work alongside the children's and adult's workforce to develop a network of support and build on existing service provision to link families with services and improve take up of support by this vulnerable cohort of families.

Purpose

- Work as part of a partnership aiming to prevent future removals of children from their parents by addressing the complex needs of parents and reducing the trauma of care proceedings and child removal
- Provide a trusting relationship/single point of contact for families to facilitate access to services and promote sustainable positive change
- Work with a caseload of families to provide interventions delivering relationship-based programmes of support
- Advocate for parents within the multiagency system, helping services to understand the parent and family's needs and following up with services to make actions happen
- Support women and their families who have had or at high risk of having their child / children removed from their care

Responsibilities

- Undertake an effective, flexible intensive outreach approach to engage women and their families adopting a trauma informed response
- Deliver bespoke brief interventions to meet women's needs and support their wellbeing which may include trauma stabilisation, domestic abuse risk assessments and safety planning and wellbeing support.
- Support women and their families with opportunities to reflect, tackle unhelpful patterns of behaviour and to develop new skills and responses that can help them create a more positive future.
- Support the development and maintenance of effective local pathways with key agencies, e.g. sexual health, housing and mental health.
- Help women and their families access services by providing effective advocacy and acting as a bridge between services, and offering practical help to make, manage and attend appointments.
- Make effective use of both the Team Around The Worker model and Cornwall's 'My Team Around Me' approach to provide support and interventions to parents and their families to make positive changes, drawing on multi-disciplinary expertise and partners.
- Carry out trauma-responsive assessments of need using the Women's Risk Needs Assessment or other assessments as appropriate (training will be provided).
- Promote and safeguard the welfare of children, young people and adults at risk that you are responsible for or meet through your practice. Clearly explain to women and their families the limits of confidentiality in the context of safeguarding.
- Understand risk to children and adults and take appropriate action including escalating concerns when necessary, following the Women's Centre Cornwall safeguarding policies.
- Adopt a continuous learning ethos within your practice including participating in line management supervision, clinical supervision and reflective practice discussions demonstrating and maintaining healthy professional boundaries and reaching out for support where needed.
- Carry out duties in line with organisational policy on Equality, Diversity, Inclusion and Belonging and be and be empathetic, compassionate and willing to learn.

- Maintain an up-to-date working knowledge of legislation, statutory frameworks and codes of practice, including DfE Working Together, the Children Act 2004 and local Child Protection Procedures, and appropriate adult safeguarding legislation.
- Ensure compliance with statutory and legal requirements and local protocols including the Data Protection Act and confidentiality policies, organisational policies, and Health and Safety at Work requirements.
- Work within a flexible framework in order to meet the demands of the programme and travel as required.

Person Specification

The person specification is a picture of skills, knowledge and experience required to carry out the job.

Knowledge, including educational qualifications:	Essential (E) Desirable (D)	How assessed (S/ I/ T)
Knowledge of adult safeguarding, childcare legislation, local Child Protection Procedures, and an understanding of child development, parenting capacity and risk and protective factors.	D	I
Knowledge and understanding of a range of evidence-based approaches including trauma informed practice social learning theory, attachment, grief and loss, relationship and strength-based interventions.	E	S/I
Relevant professional qualification and/or experience e.g. nursing, social work, mental health, education, criminal justice, youth work, therapeutic practice, counselling, criminal justice or equivalent; and registration where appropriate.	D	S
Experience:		
Experience of working with families/individuals who present with a range of complex needs (mental health challenges, drug and alcohol misuse, domestic abuse) and demonstrate an ability to create rapport and build effective relationships.	E	S//
Experience of case management including assessing needs, care planning and reviews with adults with complex needs.	D	I

Experience of challenging, negotiating, advocating and collaborating as part of the role of supporting women.	D	I
Experience of working with families who have experienced trauma with an understanding of how this will present and working creatively to support families.	E	S/I
Experience of using supervision to reflect on practice and identify and implement continuing opportunities for development.	D	I
Experience of working in partnership with agencies to identify women's and families needs and support them to access help and support.	E	I
Aptitudes, Skills & Competencies:		
Be tenacious and able to offer assertive outreach to those families with complex needs.	E	S/I
Be passionate about changing entrenched social issues and respond by 'doing things differently'.	D	I
Provide compassionate support and help to women and their families who are often excluded from services and support and will therefore need different approaches to help them engage with services.	E	S/I
Able to mentalise (step into the shoes and understand) families' experiences and support them to make sense of their story	E	S/I
Independent worker able to work with emergence of the model and ability to adapt and respond flexibly as the programme develops.	E	I
Able to network across systems and build pathways of support for women and families experiencing a range of vulnerabilities.	E	S/I
Demonstrate strong communication skills including the ability to deal with complex issues in a sensitive and appropriate manner.	E	S/I
Able to explain and navigate consent, confidentiality and information sharing around safeguarding children and adults	E	S/I
Able to write clear and concise records and reports and have the necessary computer literacy skills to produce good quality information in a variety of formats.	E	S
Able to influence and inspire across professional disciplines using evidence and practice to improve outcomes for women and their families who have experienced or at risk of experiencing removal of children.	D	I
Able to build reflective, supportive, and outcome-focused relationships with women, while maintaining boundaries.	E	S/I

Able or willing to learn to chair multi-disciplinary meetings that bring practitioners together to create bespoke and flexible responses to support women and families to engage with help.	E	S/I
Special Conditions of Recruitment:		
Experience of successful working in an anti-discriminatory way including addressing issues of racism, inequality and injustice.	D	I
Able to work across different organisations and systems including the host organisation and consultants who are leading the project.	E	S/I

Key:

S Shortlisting criteria I Evaluated at interview
E Essential D Desirable