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**Employer:** BWC (Brighton Women’s Centre)

**Job Title:** Women’s Musculoskeletal (MSK) Caseworker\*

**Responsible to:** MSK Senior Practitioner

**Purpose of role:** To deliver one-to-one trauma-informed, holistic casework support for self-identifying women referred via the NHS Sussex MSK (musculoskeletal) Partnership.

**Working hours:** 14 hours per week within normal office hours 9am – 5pm.Local travel will be expected.

**Work locations:** A flexible mix of remote working from home and face-to-face work based in agreed locations within Crawley, Horsham and Mid-Sussex CCG. Occasional travel to other BWC premises in Brighton or Eastbourne as required.

**Contract Details:** Fixed term until March 2023 with possibility of extension

**Salary** £10,192 (FTE £25,481)

**Job Summary**

The Sussex MSK Partnership is a unique local partnership bringing

together primary care, specialist musculoskeletal care, community and mental health

and well-being experts to deliver the whole musculoskeletal service in central

Sussex.

BWC’s MSK Caseworker will be supporting women referred from this service who

require additional practical or emotional support. The MSK Caseworker will provide

holistic, integrated casework support to address a range of practical and emotional

needs, including helping with signposting, advocacy and referrals. She will be

informed by BWC’s values, policies and procedures and will understand the

importance of building trust and self-esteem with service users, to enhance recovery

and engagement with BWC and other services.

**\*This post is exempt under Schedule 9, Part 1 Paragraph 1 of the 2010 Equalities Act and subject to an enhanced level DBS check**

**Main Duties:**

**One-to-one casework support**

1. To provide intensive personalised support that is bespoke, holistic and addresses a range of financial, health, social and relationship needs.
2. To adopt a woman-centred, trauma-informed, asset-based approach that recognises the woman as an expert of her own experiences – referring to and coordinating appropriate support services in accordance with the client’s requests or needs.
3. To coordinate and oversee referrals from the Sussex MSK Partnership.
4. To support women to engage with BWC to build their confidence and self-esteem, enabling them to develop strategies to put control, direction and purpose into their lives within a supported environment.
5. To provide information, advice and advocacy to clients across a number of pathway needs, encompassing signposting and liaison with other services to ensure women can access support with benefits; health treatment including primary health (GP and Dentist); mental health and drug and alcohol services; children and adult services and others.
6. To meet women at BWC hubs and breakfast clubs, including supporting colleagues with running these services as required.

**Interagency working**

1. To develop and maintain up-to-date knowledge of services available and communicate this to clients and professionals.
2. To develop and maintain positive and mutually supportive relationships with Probation and relevant agencies including Adult social care, children’s services, DWP and VAWG services.

**Outputs, Outcomes and Monitoring**

1. To ensure that outputs and outcomes for women are monitored and evaluated in line with agreed outcomes frameworks.
2. To maintain and update clear and accurate written and computer records of all interventions, complete monitoring and reports on the BWC database.
3. To prepare reports, information and data as required.
4. To use a range of qualitative and quantitative tools to monitor clients journey including: the Short Warwick Edinburgh Mental Well Being Scale (SWEMWBS), Outcomes star and others.

**General**

1. To work independently, both based in BWC offices/spaces, from home and co-located within other organisations.
2. To work within and abide by the organisation’s policies on Health and Safety, Confidentiality, Equalities, Outreach, Lone Working and all other relevant policies and protocols. Given the high level of risk presented by this client group, particular attention to be given to Adult and Child Safeguarding policies and procedures.
3. To maintain the confidentiality and boundaries of the service and of BWC.
4. To identify own development needs and training opportunities.
5. To participate in monthly managerial and clinical Supervision, monthly team meetings and reflective practice sessions at BWC.
6. To undertake all the necessary administration including the completion of TOIL and time sheets and answering correspondence.

The list of duties in the job description should not be regarded as exclusive or exhaustive.  There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

*BWC periodically reviews job descriptions to ensure that they reflect the requirements of the role as the service develops.*

*Probationary period: All posts within Brighton Women’s Centre are subject to a three 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.*

**Person specification: BWC Inspire Caseworker (West Sussex)**

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| **Experience** |  |
| 1. At least two years’ experience of working with women with multiple complex needs (MCN) | E |
| 1. Experience of using needs and risk assessments and using risk management tools and resources | E |
| 1. Ability to develop and monitor agreements with service users, to challenge appropriately, to be creative in service delivery and to influence change | E |
| 1. Experience of monitoring and data collection systems | E |
| 1. Experience of working with clients in one-to-one settings | E |
| 1. Experience of working with partner agencies | E |
| **Knowledge** |  |
| 1. Good knowledge of multiple complex needs (MCN) facing women, including trauma and interpersonal violence, mental health, accommodation, finance and drug/ alcohol use | E |
| 1. Understanding of the needs and challenges faced by women living with MSK conditions, such as chronic pain, fatigue and fibromyalgia. | E |
| 1. Thorough knowledge, understanding and commitment to equalities and diversity | E |
| 1. Working knowledge of therapeutic interventions. E.g. motivational interviewing, WRAP planning, trauma informed support, mindfulness, SMART goals. | D |
| **Skills** |  |
| 1. Ability to understand, empathise and uphold BWC aims, principles and policies | E |
| 1. Experience of adhering to organisational policies with particular regard to child and adult safeguarding | E |
| 1. Ability to engage with clients who may find it hard to engage with services | E |
| 1. Strong crisis management skills and ability to cope in stressful situations, including ability to manage difficult and challenging behaviour and apply de-escalation techniques | E |
| 1. Ability to communicate with and develop and maintain constructive working relationships with a wide range of people using excellent interpersonal and communication skills | E |
| 1. Commitment to extending professional competence, including ability to reflect on practice and make good use of managerial and clinical supervision | E |
| 1. Good computer literacy and administrative skills | E |

E= Essential criteria

D=Desirable criteria

**About BWC:**

BWC delivers women centred services. We recognise that the women we support have complex and interrelated needs, with high incidences of trauma and abuse. We recognise women are the experts of their experience and ensure our services are co-produced and are based on what women tell us they need. Our approach is relational, holistic and practical and takes account of the complexity of women’s circumstances, background and experiences

BWC have been delivering services to women for over forty five years. We have extensive understanding of supporting women with multiple and complex needs to become empowered to turn their lives around: Leading the award-winning Inspire project for women in the Criminal Justice System since 2009 and the Women’s Accommodation Support Service (WASS) since 2015.

BWC are part of a national network of women’s centres and gender responsive providers committed to identifying best practice in ensuring women and girls with complex needs can access the right support in the right place at the right time.

BWC works in partnership with a variety of other organisations both statutory and voluntary.