

Title of post:	Liaison Caseworker - The Lotus Project
Location:	Salem Street, Bradford
Responsible to:	Service Manager
Salary Scale:	SCP 18, £30,760 per annum
Contract:	Permanent
Hours of Work:	Monday to Friday, 37.5 hours per week, currently 9.30-5.30pm The operating hours are normally as follows. Monday 9.30 – 5.30pm Tuesday 9.30-5.30pm Wednesday 9.30-5.30pm Thursday 9.30-5.30 or 3pm-11pm (see note below) Friday 9.30 – 5.30pm

Note: The Thursday late evening rota, typically operates 1 in every 5 Thursdays and is planned 12 months in advance, this may be increased during periods of absence. The Thursday later sessions provides additional on the street outreach to clients who are out street sex working. The team also work together to agree and provide additional occasional planned night-time weekday or weekend outreach sessions to reach more individuals, usual working hours are adjusted or time owing is banked by staff.

Special Provisions: The post is subject to the successful applicant applying and paying for an enhanced disclosure and barring check, the results of which would not necessarily exclude applicants from consideration.

Role Purpose

The aim of The Lotus Project is to engage and support individuals (any gender) to divert from or exit from sex work through a range of support infrastructures for themselves and their families. The post holder will contribute to this aim through proactive engagement with our clients; undertaking needs lead assessments and subsequently provide a fully mobilised comprehensive package of support that will assist individuals to work towards and make a positive sustained exit. The post holder will be required to support individuals who have multiple needs and who may also be experiencing a significant myriad of risks and to competently work in a flexible, responsive manner to militate against the risks. This will require the post holder to work with a diverse range of services and to operate within a multidisciplinary delivery model ensuring that both a proactive and highly responsive service is provided to the client group. The post holder will establish, maintain and develop positive and productive working relationships with a wide range of partner agencies in Bradford, and provide advice on good practice issues related to working with this vulnerable client group.

Main Duties and Responsibilities

- Make contact and proactively engage with individuals involved in on and off-street sex work through outreach on the streets, visits to individuals working in saunas within the Bradford area or at their home or other agreed places at their request.
- Provide crisis intervention, assessment and an intensive case management service for individuals who are involved in on or off-street sex work, this includes harm reduction interventions that include the supply of condoms and needle exchange equipment.
- Identify and work with barriers to accessing a wide range of wellbeing services and provide appropriate advocacy for individuals engaged in on and off-street sex work around issues of safety, health, sexual health, housing options, substance misuse, law and rights, accessing services.
- Proactively link clients into appropriate agencies and services relevant for their assessed/ expressed needs and the level of risk e.g. health, internal IDVA/ISVA service, sexual health, housing, drug and alcohol services, benefits claims, employment, training and education programmes and any specialist support services as required etc.
- Maintain appropriate client case notes and administrative systems linked to the programme, including maintaining programme data performance/ evaluation systems.
- Produce high quality, accurate written reports, and letter of support as and when required, this routinely includes reports for the Case Management Group, Safeguarding and other multi-agency bodies and letters outlining client support needs as part of the overall package of care.
- Develop and maintain excellent working relationships with a range of partner organisations and services.

- Collaborate in a range of individual, group and team case review meetings, apply risk analysis skills and exchange relevant information, problem solves to make positive appropriate case direction decisions.
- Contribute to the service resource file/directory of agencies and services that provides quality services to individuals in on and off-street sex work
- Provide a pro-active response to those affected by all aspects of domestic abuse and sexual violence and work directly with the internal IDVA/ ISVA service and within the local multi-agency framework consisting of MARAC and local partnership responses to domestic abuse and sexual violence.
- Cover drop-in sessions and group sessions as part of a team rota, this includes delivery of relevant group programmes.
- Make recommendations to raise standards of practice and service delivery if required.
- Attend regular team meetings and other organisational meetings as required.
- Participate in the induction process of volunteers, students and Bridge employees.
- Apply reflective practice skills to evaluate work carried out by self.
- Contribute to training needs of other workers in this field.
- Participate in personal and professional development, updating knowledge as appropriate.
- Fully participate in Bridge's supervision and support structures.
- To recognise ones own personal and professional limitations and boundaries and discuss these at supervision and related support meetings.
- To undertake any additional duties, as directed by management which are commensurate with this post.

Job title: Person Specification Liaison Caseworker			
Post ref:			
Attributes	Essential criteria	Desirable criteria	How Identified

QUALIFICATIONS and EXPERIENCE	Minimum of 2 years full time (or equivalent part-time experience) in direct casework delivery experience for individuals with multiple needs. This demonstrable experience must have been gained in the last 3 years. The definition to be applied to “direct casework delivery experience” is defined as follows: • Effective engagement, forming and maintaining professional supportive relationships with service users • Effective and appropriate retention of service users within a programme and on your caseload • Undertaking comprehensive assessment of need • Effective assessment of risk and the and formulation of risk management plans • Effective liaison and building positive working relationships with professionals and stakeholder from a variety of backgrounds and disciplines • Effective multi-agency day to day case coordination • Exploring, structuring, agreeing and delivering effective packages of support • Effective and appropriate advocacy • Effecting sustainable planned programme exits	• Level 3 Professional qualification in a relevant discipline e.g. social work, health and social care • Experience of working with individuals engaged in sex work • Experience of giving advice on harm reduction and sexual health • Experience in substance misuse related work • Experience of engaging with the LGBT community	Application Form Interview Certificates
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SKILLS And ABILITIES	• Ability to, and evidence of, having worked independently and under pressure, prioritising planning and managing own workload on a day-to-day basis, using effective time management skills • Ability to, and evidence of, preparing reports and letters and maintaining a care record to a high professional standard • Ability to, and evidence of, communicating cooperatively and effectively with individuals, groups, organisations and the public Ability to adapt working pattern and style to provide a flexible and adaptable approach in order to develop and deliver services which are accessible and responsive to the needs of clients • Ability to, and evidence of proficient use of IT systems – email, word, entering accurate data into IT systems Demonstrate motivation, reliability, commitment to team and interagency working • Demonstrate resilience and ability to deal with difficult situations calmly, tactfully and responsibly.	• Demonstrate skills in the use of motivational interviewing techniques • Ability to involve service users in advisory groups • Understanding of Trauma Informed Care approaches	Application form Interview
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GENERAL	• Willingness to keep abreast of relevant professional developments and to undertake training for the post. • The post-holder must adhere to Bridge Policies/Guidelines in force within the organisation. • The post-holder is expected to be flexible with regards to working hours in order to meet the requirements of the post. • Willingness to contribute to the training and development of others. • Willingness to work within a performance managed environment and contribute to performance reporting • Willingness to undertake regular supervision and appraisal in line with Bridge policies and actively and actively participate in own professional/personal development and have clear resiliency strategies. • Willing to travel in order to fulfil the requirements of the post. • Conform to standards of dress, which reflects a professional service. This post requires a full driving licence and use of a vehicle		Application Form Interview
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Key Behaviours	Works Proactively Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	Leads Change & Improves Performance Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes.
	Demonstrates Creativity & Innovation Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	Client & Customer Focused Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read members, stakeholders and audiences).
	Influences Others & Communicates Effectively Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
	Applies & Shares Expert Knowledge Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	Works Collaboratively with Others Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	Values & Respects Others Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.