Caseworker

Information for Prospective Candidates

2 November 2026

Introduction to Only Connect

The mission

Only Connect exists to support men and women in the criminal justice system to live a crime-free life. Over the last 21 years, we have delivered a range of projects in different settings including prisons and Youth Offender Institutions, schools, probation and at our base in King's Cross. The clue to all our work is in our name.

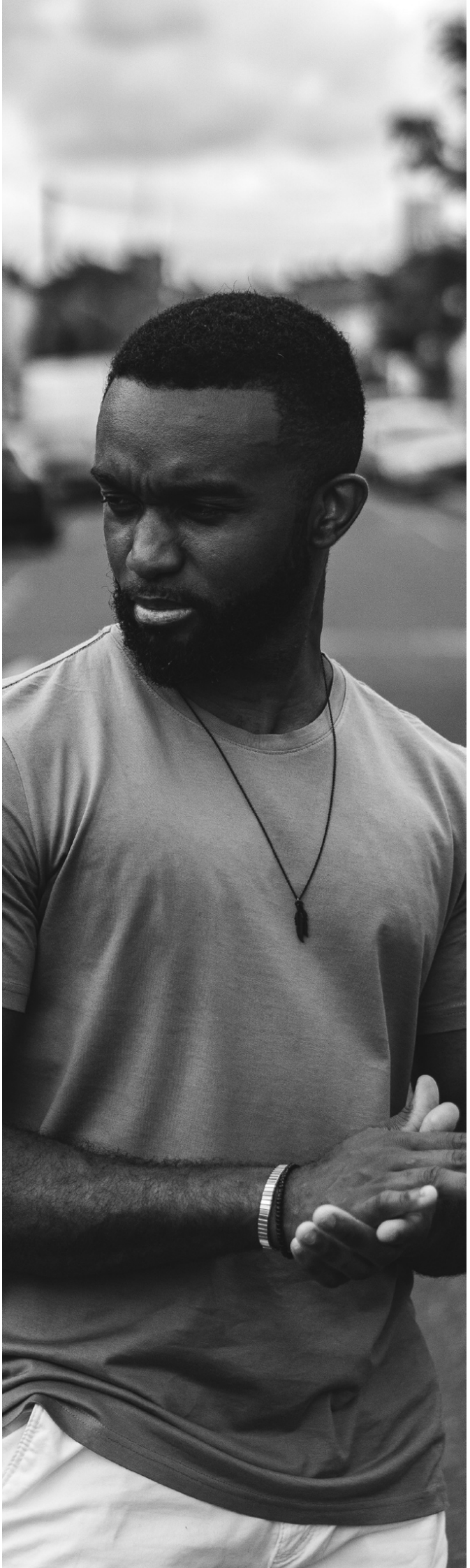
'Only connect the prose and the passion', wrote E.M. Forster in Howards End, 'and both will be exalted.' The 'prose' is the ordinary business of life, the job of meeting the responsibilities of adulthood. The 'passion' is the spirit inside us that gives us purpose and joy. When they are aligned - when the prose and the passion serve each other - we are fulfilled, and we belong.

We believe the 'who' and the 'how' matter even more than the 'what'. There is therefore a type of person, and a way of working, that we prize. These are summed up best in the word 'tenacity'. Tenacity means an absolute commitment to each man we are working with: a deep interest in him and his relationships, and a relentless effort to engage him in his own improvement or rehabilitation.

The story so far

Only Connect was established in 2006. The charity's first projects were theatre productions in London prisons, including HMPs Wormwood Scrubs, Pentonville and Holloway. We soon started working with ex-offenders as the men and women we'd met inside were released, and with their families. Over time, we recognised that the core of our work lay not in the arts themselves, but in our philosophy of relationships. Our work is still characterised by creativity, but has increasingly centred on supporting individuals to live more stable, relationally grounded lives.

Only Connect has changed through different seasons, at its largest employing around 50 staff and working across London prisons, schools, probation settings and communities. More recently, the charity has re-established itself on a smaller scale and refocused on its core relational approach. This process has led to a clearer articulation of its philosophy, now expressed through the 'Love & Money' framework, which places relationships, family life and personal responsibility at the centre of rehabilitation rather than a set of programme-based approach.



Love and Money

‘Love and Money’ is the formal name of what might be understood as the ‘intervention’ delivered in HMP Wormwood Scrubs, in YOI Feltham and in the community. It is both a doctrine and a manual: a combination of theory and lived practice.

While it includes exercises and structured activity, these are secondary to the relational context in which they are delivered. Only Connect works through the character of its team on the character of its members, the prisoners and ex-prisoners we support. What makes the difference is not a set of techniques, but the conduct, consistency and personal example of those delivering the work—their ability to build trust, show genuine commitment, and engage participants over time. In this sense, the work is deeply relational, requiring tenacity, authenticity and a willingness to bring one’s own experience thoughtfully into engagement with others.

Underlying the Love & Money project is a clear, normative view of human flourishing. It assumes that ‘the good’ exists, and that individuals are most likely to thrive when they are able to sustain healthy relationships and participate meaningfully in family and working life. The framework focuses on two core domains —‘love’ and ‘money’—reflecting the responsibilities of being a partner, parent, neighbour, worker and citizen.

Only Connect’s starting point is that many of those in the criminal justice system have experienced significant relational breakdown, which is reflected in patterns of behaviour. Yet the organisation also holds a strong belief in the potential of the men it works with, recognising their capacity for change, their desire for family and community, and their ability to orient their lives towards responsibility and stability over time.



Context & Purpose of the role

Today, Only Connect operates with a small team, strong prison partnerships and renewed financial support. As the charity strengthens and develops its work, the Caseworker will play a central role in putting its relational philosophy into practice, building sustained relationships with members and helping them take practical steps towards more stable, responsible and connected lives.

Working primarily in prisons, the Caseworker will deliver the Love & Money approach through interactive workshops, small group activities and individual conversations. The role requires consistency, personal commitment and sound judgement: the ability to build trust, encourage reflection and challenge constructively, while remaining alongside members through setbacks. Around 75–80% of working time will be spent in prison, with the remainder supporting members in the community and contributing to the work of the wider team.

The purpose is to help members recognise their capacity for change and take ownership of their next steps. This includes practical support with education, training and employment, continuity of engagement around release, and involvement with families where invited and appropriate. Working closely with colleagues and prison and probation staff, the Caseworker will combine this personal commitment with reliable follow-through, accurate records and a willingness to learn from experience and improve the charity's approach.



Key Responsibilities

- **Referrals and assessment:** Identify and engage prospective members in prison and the community, working with prison and probation staff to review referrals and assess individuals' interest, needs and suitability for Only Connect's support.
- **Prison engagement and workshops:** Build sustained relationships with members through regular prison visits, one-to-one conversations and small group activities. Prepare and lead interactive Love & Money workshops, independently or alongside other caseworkers, adapting delivery to participants' needs and engagement.
- **Individual casework:** Manage an allocated caseload, working with members to identify priorities, agree practical actions and review progress. Maintain consistent contact and follow up on agreed actions, including when engagement is difficult, or circumstances change.
- **Release and community support:** Support continuity of engagement before and after release through calls, meetings and coordination with probation staff, local authorities and other relevant services. Help members identify and access appropriate support for resettlement and ongoing rehabilitation.
- **Education, training and employment support:** Provide practical support with CVs, disclosure letters, applications and access to education, training and employment opportunities, encouraging members to take ownership of their decisions and next steps.
- **Family engagement:** Where invited by the member and appropriate to do so, engage family members to support constructive relationships and continuity of support in prison and the community.
- **Case management records:** Maintain accurate, timely and comprehensive records in the case management database, bringing together relevant information from conversations, correspondence and partner agencies. Record assessments, contacts, agreed actions, progress and concerns in accordance with organisational procedures.
- **Safeguarding and risk:** Review relevant risk information, remain alert to safeguarding concerns and changes in members' circumstances, and record and escalate concerns promptly. Follow Only Connect's safeguarding procedures and the security and operating requirements of each prison.
- **Prison partnerships:** Build constructive relationships with prison and probation staff, coordinating access, referrals and session arrangements to support safe and effective delivery.
- **Prison visitors:** Accompany and support authorised visitors, including prospective donors and sponsors, during prison visits, following agreed approval, security and confidentiality procedures.

- **Design, development and evaluation:** Work with the CEO and other caseworkers to design, develop and improve session materials and delivery. Maintain monitoring information and contribute observations and feedback to help the charity understand members' progress and evaluate its work.
- **Wider contribution:** Participate in team meetings and organisational activities, represent Only Connect at relevant meetings and events, and support members' involvement in performances and events where appropriate.
- **Other duties:** Undertake other reasonable duties consistent with the role, as agreed with the line manager.

Candidate Profile

Personal qualities

- **A self-starter**: brings the drive and initiative to take ownership of the charity's delivery model and the necessary steps to implement it.
- **Tenacious**: naturally resilient, with the resolve and capacity to remain committed through challenge, ambiguity and setbacks.
- **Adaptable**: open-minded and responds flexibly to changing circumstances, able to operate effectively in a context that is at times unpredictable and unstructured.
- **Relationally grounded**: builds trust through a genuine interest in people, with a willingness to invest personally in the lives of those they work alongside.
- **Organised**: brings clarity and structure to complex information, identifying what matters and maintaining accurate, comprehensive records.

Skills

Essential

- **Relationship building:** Ability to establish trust and sustain constructive relationships with members, families and professionals from a range of backgrounds.
- **Communication:** Clear verbal and written communication, with the ability to listen carefully, ask purposeful questions and explain information accessibly.



- **Group facilitation:** Ability to lead engaging workshops, encourage participation and respond constructively to challenging behaviour or group dynamics.
- **Individual support:** Ability to help people identify priorities, consider options and take practical steps towards agreed goals, while encouraging personal responsibility.
- **Organisation and prioritisation:** Ability to manage a changing workload, coordinate appointments and activities, and follow through on commitments.
- **Information and record keeping:** Ability to identify pertinent information from varied sources and maintain clear, accurate records using a digital case management system.
- **Professional judgement:** Ability to maintain appropriate boundaries, handle sensitive information discreetly and recognise when to seek advice or escalate concerns.
- **Collaborative working:** Ability to work independently and alongside colleagues and partner agencies, sharing relevant information and coordinating support.
- **Learning and reflection:** Ability to learn and apply Only Connect's approach, respond to feedback and reflect on personal practice.

Desirable

- **Safeguarding and risk awareness:** Ability to recognise and respond appropriately to safeguarding concerns and assess risks in work with vulnerable people.

- **Education and employment support:** Ability to support CV preparation, applications and access to education, training and employment opportunities.
- **Creative facilitation:** Ability to use drama, music or improvisation to encourage participation and expression.
- **Inclusive delivery:** Ability to adapt written and group activities for people with differing literacy, communication and learning needs.

Experience

Essential

- One-to-one casework with vulnerable persons.
- Working to provide support to individuals within an institutional setting
- Leading or convening workshops with 4-15 people.

Desirable

- Work with His Majesty's Prison and Probation Service.
- The identification and coaching of people pursuing education, training and employment opportunities.
- Acting or musical performance and improvisation.
- Relevant academic or professional qualification in education, criminology, sociology, or psychology.

Particulars

Location: The postholder will be based in the Only Connect offices in King's Cross, London, regularly working in prisons in and around London and visiting key stakeholders across London.

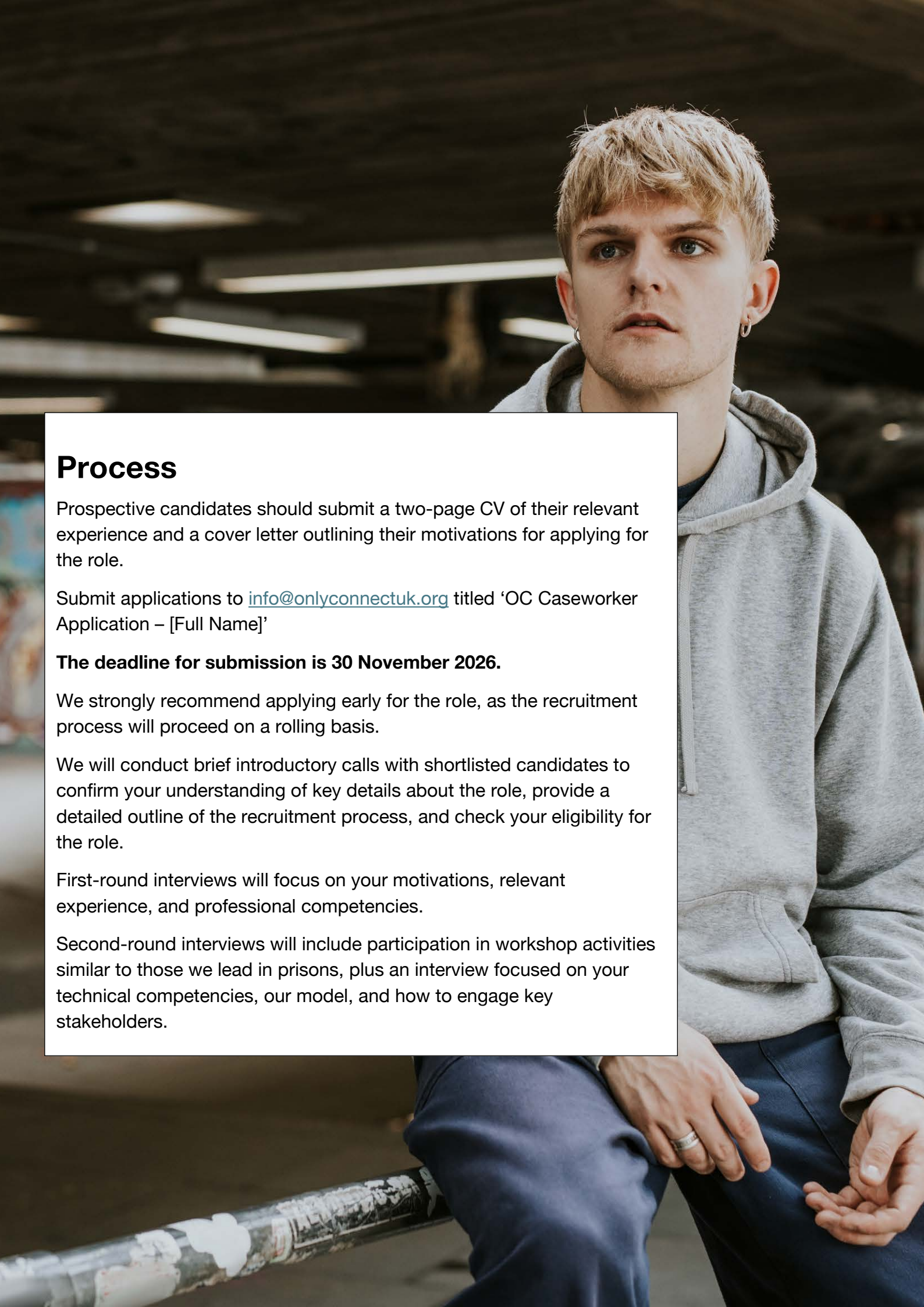


Salary: £28,000-£36,000 (depending on experience).

Time: Full-time (7 hours per working day), with openness to discuss part-time arrangements. Some evening work and out-of-hours availability will be required.

Vetting: The prospective candidate must be eligible to successfully complete an enhanced Disclosure and Barring Service (DBS) check. An ability and willingness to work in prisons is an essential requirement of the role.

Right to work: Applicants must have the right to work in the UK. Only Connect is unable to offer visa sponsorship for this role. Evidence will be required before employment begins.



Process

Prospective candidates should submit a two-page CV of their relevant experience and a cover letter outlining their motivations for applying for the role.

Submit applications to info@onlyconnectuk.org titled ‘OC Caseworker Application – [Full Name]’

The deadline for submission is 30 November 2026.

We strongly recommend applying early for the role, as the recruitment process will proceed on a rolling basis.

We will conduct brief introductory calls with shortlisted candidates to confirm your understanding of key details about the role, provide a detailed outline of the recruitment process, and check your eligibility for the role.

First-round interviews will focus on your motivations, relevant experience, and professional competencies.

Second-round interviews will include participation in workshop activities similar to those we lead in prisons, plus an interview focused on your technical competencies, our model, and how to engage key stakeholders.