



Job Title: Young Women's Keyworker  
Service/Division: Criminal Justice Services  
Reporting to: Service Manager  
Direct reports: None

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

*Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.*

### **Job Summary**

The Minerva London service provides holistic, trauma-informed support for women in touch with the Criminal Justice System, through dedicated one to one support, safer women's centre spaces and specialist interventions and partnerships.

As a Minerva Young Women's Keyworker you will be responsible for providing specialist one to one keywork and advocacy support to a caseload of young women, aged 15-24. A key element of the role will be to build relationships with statutory and non-statutory specialist agencies in contact with young women and girls in order to build specialist referral pathways and provide a whole systems approach to supporting young women in touch with the criminal justice system. Support in this role will also extend to young women in custody, where you will provide support in preparation for their release and through the gate support on the day of their release from custody.

### **Key Responsibilities and Duties**

Provide an in-reach prison service to young women via video call/telephone and face to face where appropriate prior to leaving custody to assist in preparing them for release and meeting them at the gate upon release.

Provide outreach support and advocacy to young women in the community with varying multiple complex needs and across each complexity level.

Conduct an initial holistic assessment of young women's needs.

Develop and regularly review individual support plans across all pathways of need.

Regularly meet with young women to provide dedicated emotional and practical support, adopting a trauma informed, non-judgemental approach to empower young women towards an independent, safe, crime free life in line with Advance's vision and mission.



Attend the different probation offices in the region you cover, integrate with National Probation Service staff and introduce the Minerva services to the client, encouraging referrals to the service and establishing positive relationships.

Develop strong professional relationships and networks with local support services and advocate for young women with external agencies, including at Housing, Social Services, MARAC and IOM panels.

Contribute to developing and updating the local Services Directory with details of local organisations, key contacts and details of services on offer, including eligibility criteria.

Ensure that Advance meets contractual obligations, including the prompt upload of records onto the Ministry of Justice portal Refer & Monitor, alongside swift and accurate record keeping via Advance's case management software (MODUS) and any other record deemed necessary.

To take appropriate action in line with Advance's safeguarding policies and processes, to protect service users, the public, Advance staff and volunteers.

To support the engagement and attendance of young women at Advance's Women's Centres and activities programme.

To support the work of the Minerva Peer Mentor service, supporting the induction of new volunteers, referring to the service and working alongside Peer Mentors to support young women.

Consistently review your work, obtaining feedback from young women on exit from the service and using this to inform the development of our services.

Be responsible for your own personal learning/development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.

Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

## General Information

**Performance and Quality:** Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

**Policies and procedure:** Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

**Equality and diversity:** Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

**Confidentiality:** The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

*This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post*

**PERSON SPECIFICATION:**

**E= Essential and D = Desirable**

<b>KNOWLEDGE AND QUALIFICATIONS</b>	
An in-depth knowledge of the needs of young women and of the issues facing young women who are at risk of or who have been involved in the Criminal Justice System.	E
Professional qualification in a related field e.g. youth work, social work, criminal justice or significant professional experience working with young people.	D
Strong understanding of the context and challenges facing vulnerable young women and girls, including the impacts of domestic violence, mental health and sexual health.	E
Current knowledge of legislation, guidance and regulations relating to safeguarding, child protection and Child Sexual Abuse and Exploitation (CSE).	D
Knowledge of trauma informed gendered approaches in supporting vulnerable young women with a range of complex needs.	D
<b>EXPERIENCE</b>	
Significant experience of working with young women experiencing issues related to offending and experience of community engagement, advocacy and support work with young people.	E
Experience of using motivational interviewing and coaching techniques with young women and girls, using a woman-centred approach to build trust and rapport.	E
Experience of conducting needs and risk assessments and of risk management.	E
Experience of developing and delivering group work appropriate to the needs of young women.	D
Strong crisis management skills and an ability to cope in stressful situations.	E
Experience working in partnership with relevant statutory and voluntary groups, to be able to demonstrate the ability to develop and maintain strong constructive working relationships.	E

Be able to challenge appropriately, develop and monitor agreements and support plans with service.	E
<b>TECHNICAL and GENERAL/WORK BASED SKILLS</b>	
Ability to manage a caseload and experience of prioritising and organising your own workload, and ability to cope with lone working and being managed remotely.	E
Good interpersonal and communication skills.	E
Excellent literary and administrative skills including ability in information technology and data collection.	E
Ability to motivate others and enable change, a track record of engaging “hard to reach” service users.	E
Thorough understanding of, and commitment to, equity, diversity, inclusion, confidentiality and anti-discriminatory practices.	E

Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.