

<b>Title of post:</b>	Drive Case Manager (4 full time posts)
<b>Location:</b>	Based Salem Street, Bradford. The post holder will be expected to travel anywhere in Bradford MBC
<b>Responsible to:</b>	Drive Service Manager
<b>Salary Scale:</b>	£29,760 Full time 37.5 hours.
<b>Hours of Work:</b>	Core hours Monday to Friday 9am to 5pm Note: The post holder is expected to flexibly deliver the service to meet the needs of the client, this may require adjusting hours on the day to ensure support to appointments or other activities/ interventions/ attending meetings that fall outside of these core hours.
<b>Contract:</b>	<p><b>Contract until at least 31<sup>st</sup> March 2027</b></p> <p>The Drive Programme is currently funded through a Home Office national programme. While funding beyond March 2027 remains subject to government spending reviews and funding cycles, Drive is a well-established, evidence-based model that is currently under national roll-out, reflecting continued national prioritisation of whole-system responses to high-harm domestic abuse.</p> <p>In recognition of the commitment required to join what is currently a time-limited, externally funded programme, the organisation offers a <b>£2,000 retention payment</b>. This will be paid through the March 2027 payroll to those who successfully complete the full funded period. The payment is guaranteed and will be made regardless of whether the programme continues beyond this date.</p>
<b>Special Provisions:</b>	The post is subject to enhanced disclosure and barring check and may also include police partnership vetting.

This post requires full driving licence and use of a vehicle.

#### **About the role and service:**

#### **Please also read the full-service fact sheet**

The Drive Project It is a well-established national model, currently being rolled out across England, reflecting sustained national commitment to coordinated, whole-system responses to domestic abuse. In Bradford, the service is being delivered by The Bridge Project in partnership with the Drive Central Team and West Yorkshire Combined Authority and will be fully embedded within local safeguarding and partnership arrangements from the outset.

The Drive Project works with individuals who pose the highest risk of causing serious harm within intimate or family relationships. The programme combines intensive individual case

management with a coordinated multi-agency response, creating the conditions for accountability, behaviour change and sustained risk reduction, while keeping victim and survivor safety at the centre of all activity.

### **Who we are seeking**

We are looking for skilled, values-driven Case Managers who are committed to reducing harm and improving safety for children and adults affected by domestic abuse. You will bring relevant professional experience, strong assessment, engagement and communication skills, and the ability to work confidently with complexity, risk and challenge. Across all roles, we are seeking people who can balance clear boundaries and accountability with empathy, curiosity and respect, and who are able to work reflectively within a trauma-informed, strengths-based framework.

You will be comfortable working as part of a multi-disciplinary team and in close partnership with other agencies, sharing information appropriately and contributing to collective decision-making. We are particularly keen to hear from people who value learning, supervision and reflective practice, and who want to help shape and embed a high-quality service within a well-established national model.

### **Role Purpose**

The Case Manager will work on a one-to-one basis with people who have been identified as high risk/ high harm to pro-actively secure engagement, influence attitudinal and behavioural change and connect with complementary services. To do this, the Case Manager will work with local agencies to design a co-ordinated, strategic individual intervention plan to address identified needs and risks and promote understanding of the impact of abusive behaviours. Throughout the intervention the Case Manager will work closely with the Drive IDAVA service to review risk, develop safety plans and improve outcomes for all parties involved. The Case Manager will be responsible for delivering outcomes, working typically for up to 12 months to achieve behaviour change with each person on the Drive Caseload.

### **Main Duties and Responsibilities**

#### Direct work with individuals

- Maintain a proactive response to individuals on the Drive Case load, continuously providing positive options for behaviour change throughout their time in the programme.
- Use combinations of motivational work, relationship building and a broad range of therapeutic skills through a trauma informed lens, to engage individuals to address their abusive behaviour.
- Motivate and support individuals to address a wide range of needs by carrying out personalised reviews of their strengths, support needs, and engagement with social and community networks, where these factors contribute to risk to others or create barriers to reducing that risk (for example housing, mental health, or substance use, benefits and debt services, employment training and education).
- Proactively link and practically support individuals into the agreed appropriate agencies, services and community assets relevant to their expressed needs and the level of risk this may include initially transporting people to their appointments.

- Develop strategies that will disrupt the continued risk posed by the individual
- Ensure that individuals understand that the community and Drive project will hold them accountable for continued abusive behaviour towards others.
- Ensure that there is a consistent delivery of services to the identified individual causing harm including comprehensive risk assessment, support planning, referrals to other agencies and engagement in MARACs
- Undertake assessment of risk, needs and attitudes to inform individual intervention plans.
- Respect and value the diversity of the community in which the service works in, providing a service that recognises the diverse needs of the person harming and their families.
- Consistently consider the welfare and safety of adults, children and young people in every aspect of your work, addressing parenting needs where appropriate and taking action to safeguard child victim/survivors.

### **Interagency work**

- Develop and maintain effective partnership working with statutory, private and voluntary agencies to address the issue of domestic abuse.
- Work to embed the Case Manager role into multi-agency responses to domestic abuse in Bradford.
- Work closely with other professionals to ensure that risk management and safeguarding duties are effectively met.
- Provide a single point of proactive and regular contact for a range of professionals involved in the case of the individual
- Support other professionals in responding to individuals in a way that is aligned and consistent with the aims and ethos of the Drive Project.
- Work closely with the teams IDVAs supporting the partners, children, ex-partners and new partners, and wider family members of the individual in the management of risk and developing intervention plans, as set out in the Drive Manual.
- Effective implementation of institutional advocacy through pro-socially challenging partner agencies, acknowledging best practice and striving for change to benefit the individual, the service and the sector.
- Represent the service at operational multi-agency meetings, feeding back initiatives and outcomes to the team and contribute to the evaluation of the quality of activities these services offer.

### **Case management**

- Manage a case load focusing on high-risk/ high harm people perpetrating domestic abuse to provide an assertive, medium to long term service, based on thorough assessment and individual support planning that adopts the principles of the 'Support or/and Disrupt' concept.
- Comply with safeguarding and information sharing policies procedures and protocols, ensuring that individuals in the service and colleagues understand and comply with relevant safeguarding frameworks.
- Contribute to and participate in regular service reviews which include monitoring data, evaluations, intake and output policy, and practice and workload reviews for the whole service.

- Attend project governance case review meetings, applying risk analysis skills and contributing to the exchange of relevant risk information, problem solve to make positive appropriate case direction decisions.
- Attend monthly case management meetings with the Service Manager.
- Attend clinical supervision.

### **Recording and administration**

- Ensure that case files and records are accurate and complete and are kept in compliance with the organisations case recording, data protection and information sharing policies, procedures and protocols
- Enter all the required information into the Drive project electronic case management system to enable tracking of individuals on the caseload, multi-agency working and risk management.
- Produce high quality, accurate written reports and letters as and when required, this routinely includes reports for multi-agency bodies and letters outlining individual support needs and status as part of the overall package of care.

### **General**

- Remain up-to-date and compliant with all relevant legislation connected to your work, including organisational procedures, policies and professional codes of conduct and practice guidance, in order to uphold standards of best practice.
- Represent the service at local events; deliver training and presentations as required.
- Contribute to the learning process of the service to improve services for people with high harm domestic abuse behaviours, ensuring that the experiences of people engaged with the service and other agencies inform this process.
- Be confident to evidence reflective practice in all aspects of work.
- Be committed to reviewing individual and team practice and undertake regular training.
- Fully participate in all of Bridge's supervision and support structures.
- recognise one's own personal and professional limitations and boundaries and discuss these at supervision and related support meetings.
- Act with integrity and respect when interacting with people engaged with the service, colleagues, agencies and individuals.
- Be competent in defensible decision making, recording and being held accountable.
- Show initiative in tackling issues within the service and in relation to other agencies.
- Act as a champion for the programme in Bradford
- Hold a full driving license, have access to a car and able to travel across the area as required and transport individuals engaged in the service to services to meet their needs.
- Partake in evening and weekend work as required.

To undertake any additional duties, as directed by management which are commensurate with this post.

<b>Job title: Person Specification Drive Case Manager</b>			
<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>	<b>How Identified</b>
Qualifications	Qualified to Health and Social Care Level 3 or equivalent relevant qualification <i>Or</i> Qualified through appropriate work experience.		Application Form Interview Certificates
Experience	<ul style="list-style-type: none"> <li>• At least two years' full-time equivalent experience of successfully delivering casework/ support services to people experiencing multiple needs/ multiple disadvantages.</li> <li>• Experience of therapeutically working with and/or managing high-risk cases for people/ people with challenging behaviours.</li> <li>• Experience of conducting person centred and strengths-based assessments of need and creating mutually agreed action plans.</li> <li>• Experience of creating mutually agreed risk management plans.</li> <li>• Experience of working co-operatively within a partnership working environment/ model.</li> <li>• Experience of effectively managing risks associated with personal safety.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with victims or individuals harming in intimate and or family relationships.</li> <li>• Work with young people aged 16-25 years.</li> <li>• Experience of working within a trauma informed framework</li> </ul>	Application Form Interview Certificates
Knowledge and skills	<ul style="list-style-type: none"> <li>• Demonstrable skills in effective engagement and maintaining inspiring supportive relationships with individuals with multi-needs who may be resistant to support or have had negative experiences of support in the past.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate skills in the use of motivational interviewing techniques.</li> </ul>	Application Form Interview

	<ul style="list-style-type: none"> <li>• Have an excellent understanding of domestic abuse, including the impact on victims and their children, and the legal and practical remedies available.</li> <li>• Demonstrates the skills of personal resilience, being tenacious and a strong ability to deal with difficult situations calmly, tactfully, responsibly and safely.</li> <li>• Demonstrates an understanding of the needs of chronically excluded and vulnerable people.</li> <li>• Applied knowledge of legislation in relation to safeguarding vulnerable groups, including children.</li> <li>• Adaptability in working patterns and style to provide a flexible approach in order to develop and deliver services which are accessible and responsive to the needs of individuals using a service</li> <li>• Have a thorough understanding of IDVA work including risk assessment, risk management and comprehensive safety planning.</li> <li>• Have theoretical and procedural knowledge of other services and multi-agency partnerships involved in the response to domestic abuse, including MARAC.</li> <li>• Skilled cooperative communicator, with evidence of communicating clearly, concisely effectively (both orally and in writing) with individuals, groups, organisations and the public.</li> <li>• Evidence of having worked independently and under</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Trauma Informed Care approaches.</li> </ul>	
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	<p>pressure, prioritising, planning and managing own workload on a day-to-day basis, using effective time management skills.</p> <ul style="list-style-type: none"> <li>• Skilled at preparing reports and letters and maintaining a care record to a high professional standard.</li> <li>• Skilled at using IT systems – email, word, and entering accurate data into IT databases/ spreadsheets.</li> <li>• Demonstrate motivation, reliability, commitment to clients, team and interagency working.</li> </ul>		
GENERAL	<ul style="list-style-type: none"> <li>• An ability to work collaboratively as part of a team; whilst also having the initiative and confidence to work independently as necessary.</li> <li>• Willingness to keep abreast of relevant professional developments and to undertake training for the post.</li> <li>• The post-holder must adhere to Bridge Policies/Guidelines in force within the organisation.</li> <li>• A dynamic experienced practitioner with a strong belief in the ability of people harming to change their behaviour</li> <li>• The post-holder is expected to be flexible with regards to working hours in order to meet the requirements of the post.</li> <li>• Willingness to work within a performance managed environment and contribute to performance reporting.</li> </ul>		Application Form Interview

	<ul style="list-style-type: none"> <li>• Willingness to contribute to the training and development of others, undertake regular supervision and appraisal in line with Bridge policies and actively participate in own professional/personal development and have clear resiliency strategies.</li> <li>• Willing to travel in order to fulfil the requirements of the post.</li> <li>• Conform to standards of dress, which reflects a professional service.</li> <li>• This post requires a full driving license and use of a vehicle</li> </ul>		
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<b>Key Behaviours</b>	<b>Works Proactively</b> Demonstrates initiative, thinks ahead, and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	<b>Leads Change &amp; Improves Performance</b> 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.
	<b>Demonstrates Creativity &amp; Innovation</b> Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	<b>Client &amp; Customer Focused</b> Focuses on and understand the needs of internal and external service users, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'service users', please also read members, stakeholders, and audiences).



	<b>Influences Others &amp; Communicates Effectively</b> 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.
	<b>Applies &amp; Shares Expert Knowledge</b> 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.
	<b>Works Collaboratively with Others</b> 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.
	<b>Values &amp; Respects Others</b> 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.