Title of post: Bradford RESET: Family Worker
Recognise, Engage and Support Everyone to Transform

Location: 35 Salem Street, BD1 4QH. The post holder will also be expected to travel at times anywhere in Bradford MBC to deliver the service to meet clients in their own home or in partner agency locations. You are expected to start and end the day at the base location.

Employer: The Bridge Project. This service is led by Bridge and delivered in partnership with Create Strength Group.

Responsible to: Team Leader

Salary: FTE £30,760

Hours of Work: 37.5 hours per week
Monday, Wednesday, and Friday, 9.30 am – 5.30 pm.
Tuesday or Thursday, 9.30 am – 5.30 pm or 12.00 pm – 8.00 pm (to be agreed).

Contract: Fixed Term Contract until 31 October 2027

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

This post would benefit from a full driving licence and use of a vehicle due to traveling to see people at home and or delivery of services for which travel expenses will be paid.

About the role and service

The Bradford RESET service, which stands for Recognise, Engage and Support Everyone to Transform, will officially launch on April 1st, 2025. This innovative service brings a trauma-informed approach to support individuals who have caused or who are causing harm in their intimate and / or family relationships and for those with additional complex needs within our community. Bradford RESET is led by Bridge in partnership with Create Strength Group.

Bradford RESET uniquely combines two existing services focused on domestic abuse, delivered by Bridge, with an extensive **new programme offer** for individuals aged 16 and over who cause harm. This integration creates a vibrant opportunity for Bradford to tackle the underlying causes of domestic abuse by providing effective, therapeutic, and proactive support. We also recognise the importance of holistic family wellness and safety, offering therapeutic support for entire families affected by the behaviours of individuals involved in the program.

The service continues to prioritise survivor safety and well-being through two key approaches:

- **Collaboration with Survive and Thrive** – Ensuring a coordinated, survivor-centred response to domestic abuse for individuals engaged with them.

- **Holistic Family Support** – Providing integrated assistance to families impacted by domestic abuse when a family member is engaged in Bradford RESET.

The Family Worker will be part of an integrated wider team and is dedicated to the support of people affected by the new programme element of the Bradford RESET service.

Main Duties and Responsibilities

- Promptly responding to all internal referrals, proactively making positive, engaging contact through initial phone calls and arranging flexible face to face contact that may include in person meetings, on-line or off-site meetings at family's home or an agreed partnership organisation location based on service user preferences.

- Build a trusted, family-centred, trauma informed supportive relationship, individualising culturally sensitive support for change through undertaking a mutually agreed personalised assessment(s) of strengths, risks and support needs and levels of wider social and community engagement.

- Co-design a risk and support plan, addressing mutually agreed support needs and levels of wider social and community engagement and psychological needs with regular reviews in accordance with service protocols.

- Deliver one to one sessions and group work that are therapeutically structured, ensuring interventions meet the needs of the service user/ family, ensuring any children are recognised as victims of domestic abuse and ensuring a whole family approach to safeguarding is delivered.

- Mutually identify and work together to overcome barriers and access a wide range of health and wellbeing services, providing appropriate advocacy for the whole family to develop the confidence, self-esteem and practical skills to manage situations and risks independently.

- Maintain whole family risk oversight, develop appropriate safety and support plans, ensuring full adherence to service risk and safeguarding protocols that include internal and external escalation processes and communication including MARAC.

- Proactively link individuals into any agreed appropriate agencies, services and community assets relevant to their expressed wider needs and the level of risk e.g. psychological therapies, physical and mental health, sexual health, housing, drug and alcohol services, benefit claims, criminal justice services, employment, training and education programmes and any specialist support services as required.

Interagency working

- Liaise on a regular basis with all linking services engaged with the individual / whole family to ensure collaborative safe inter-agency working practices and to discuss and review mutually held cases.

- To develop and maintain good working relationships with all relevant services for effective partnership working. Particularly the Police Domestic Abuse & Safeguarding Units, Housing providers, Children's services and the Courts, civil and criminal.

- Develop and maintain excellent working relationships with a full range of partner organisations, services and community programmes, colleagues and assets.

- Ensure relevant communication in accordance with service protocols between Bradford RESET and any services supporting survivors/ family. If not currently engaged with the programme.

Working with and /or under the guidance of the Bridge IDVA service

- Support survivors in providing a Sanctuary Scheme response where necessary, undertake the installation of panic alarms, monitoring use and response for effective risk reduction and arranging lock changing services as appropriate.

- To support the Multi Agency Risk Assessment Conferences (MARAC) where necessary. Providing accurate updates to the designated officer, ensuring the voice of the family / service user is represented, attending in person where required.

- To effectively utilise Clare's Law, ensuring clients are aware of their rights under this legislation, its limitations and supporting with applications.

- To support service users engaging with the criminal and civil justice systems to secure positive outcomes and risk reduction.

Records and reports

- Produce high quality, accurate written reports for statutory and non-statutory bodies as and when required, and in accordance with the programme protocols. This routinely includes reports for multi-agency bodies outlining individual support needs, engagement and progress in the service as part of the overall package of care.

- Maintain appropriate service documentation including case notes, and administrative systems linked to the programme.

- Undertake exit interviews with all service users to ensure safe exit from service, signposting as required in accordance with service protocols.

Supervision

- Attend project supervision and 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.

- Apply reflective practice skills to evaluate work carried out.

- Contribute to training needs of other workers in this field.

- Participate in personal and professional development, updating knowledge as appropriate.

- Fully participate in all of Bridge's supervision and support structures.

- To recognise one's 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.

Attributes	Essential Criteria	Desirable Criteria	How Identified
Qualifications	Qualified to Health and Social Care Level 3 or equivalent relevant qualification OR Qualified through appropriate work and life experience.		Application Form, Interview, Certificates
Experience	- Within the last 5 years at least two years' full-time equivalent experience of successfully delivering support services to victims/families experiencing any or all of the following: multiple needs/multiple disadvantages/harmful behaviours - Experience of working in a trauma informed way and building trust therapeutically with individuals - Experience of conducting person centred and strengths-based assessments of need and creating mutually agreed action plans - Experience of creating mutually agreed risk management plans	Experience of delivering group work programmes	Application Form, Interview, Certificates

	- Experience of working co-operatively within a partnership working environment/model - Experience of effectively managing risks associated with personal safety.		
Knowledge and Skills	- Demonstrable skills in effective engagement and maintaining inspiring supportive relationships with individuals who may be resistant to support or have had negative experiences of support in the past. - Demonstrates the skills of personal resilience, being tenacious and a strong ability to deal with difficult situations calmly, tactfully, responsibly and safely. - Demonstrates an understanding of the needs of people/families who have experienced harm from others within the household. - Applied knowledge of legislation in relation to safeguarding vulnerable groups, including children.	- Demonstrate skills in the use of motivational interviewing techniques. - Understanding of Trauma Informed Care approaches.	Application Form, Interview

	- 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 clients. - Skilled cooperative communicator, with evidence of communicating clearly, concisely, effectively (both orally and in writing) with individuals, groups, organisations and the public. - 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. - Skilled at preparing reports and letters and maintaining a care record to a high professional standard. - Skilled at using IT systems - email, word, and entering accurate data into IT databases/spreadsheets.		

	- Demonstrate motivation, reliability, commitment to clients, team and interagency working.		
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. - A dynamic experienced practitioner. - The post-holder is expected to be flexible with regards to working hours in order to meet the requirements of the post. - It is essential that the successful candidate has a full driving licence and access to a vehicle with business insurance, as the role could not be effectively delivered without this.		Application Form, Interview

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 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).
	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.

Bradford RESET Family Worker / November 2026