



Title of post:	Bradford RESET: Case Worker <i>Recognising, Engaging and Supporting Everyone to Transform</i>
Location:	Salem Street, Bradford where the service is located. The post holder will also be expected to travel at times anywhere in Bradford MBC to deliver the service from partner organisation premises.
Employer:	This service is led by Bridge and delivered in partnership with Create Strength Group. This post will be employed by Create Strength Group
Responsible to:	Team Leader
Salary:	£29,760 FTE
Hours of Work:	Full time: 37.5 per week Monday, Wednesday, Thursday and Friday 9.30-5.30 and 1.30pm – 9.30pm Tuesday The service core hours are Monday to Friday 9.30-5.30, with two late nights per week (Tuesdays and Thursdays to 9.30pm) to cover groups, evening one to one sessions and intake. Post holders' hours are mapped to the core hours with each case worker delivering one late night per week. Note: The post holder is expected to flexibly deliver the service to meet the needs of the service.
Contract:	Permanent
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 sites for the delivery of services for which travel expenses will be paid. We welcome people who are males who are currently underrepresented in the service.

About the role and service

The Bradford RESET service, which stands for Recognising, Engaging and Supporting Everyone to Transform, officially launched 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 programme.

The Case Worker will be part of a wider team and is dedicated to the new programme element of the Bradford RESET service.

We are looking for a positive, enthusiastic person who is fully committed to working within a new and dynamic delivery model. We seek an individual who prioritises collaboration and inclusivity.

You will be engaging with people aged 16+ of any gender referred or self-referring to the service who are harming or have harmed in their family and/or intimate relationships. This includes those with varying motivations to change, outstanding charges, ongoing criminal investigations, family court proceeding or re-offending during their involvement with the service. The Case Worker will be working within our trauma-informed model that addresses the root causes of domestic abuse, proactively engaging with resistance and compliance challenges through therapeutic individual and group work programmes. Each component not only focuses on behaviour change but also addresses broader health and wellbeing determinants. This service is committed to inclusive practices, believing that people's wellbeing and safety are significantly improved when they are actively engaged in our programmes.

The caseload will typically be between 20-30 cases per person at this time.

Main Duties and Responsibilities

- Promptly responding to all 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 a partnership organisation location based on service user preferences.
- Build a trusted, person-centred, trauma informed and highly supportive relationship, individualising support for change through undertaking a mutually agreed personalised assessment of strengths, risks and support needs and levels of wider social and community engagement.

- Co-design a SMART plan of care with linking risk assessment, addressing mutually agreed support needs linked to domestic abuse offending and levels of wider social and community engagement and psychological needs.
- Deliver one to one sessions and group work, therapeutically structured sessions that include service tool kit materials delivered through a range of therapeutic techniques such as motivational interviewing, solution focused therapy and person-centred therapy. Working holistically, identifying underlying causes of harmful behaviour along with delivering effective behaviour change techniques.
- Mutually identify and work together to overcome barriers and access a wide range of health and wellbeing services, providing appropriate advocacy. Working in a trauma informed way, use high support high challenge techniques to affect recognition of DA behaviours and support change.
- Maintain whole family risk oversight, ensuring full adherence to service risk and safeguarding protocols that include internal and external escalation processes and communication.
- Proactively link and practically support individuals into any agreed appropriate agencies, services and community assets relevant to their expressed wider needs and the level of risk e.g. 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.
- 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.
- 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.
- Maintain appropriate service documentation including case notes, and administrative systems linked to the programme.
- Develop and maintain excellent working relationships with a full range of partner organisations, services and community programmes, colleagues and assets.
- 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.
- Provide a pro-active response to any repeated incidence of domestic abuse working directly within the local multi-agency framework including MARAC and local partnership responses to domestic abuse.
- 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.

Job title: Person Specification DRAMM Navigator			
Attributes	Essential criteria	Desirable criteria	How Identified
Qualifications	Qualified to Health and Social Care Level 3 or equivalent relevant qualification <i>Or</i> 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 casework/ support services to people experiencing any or all of the following: multiple needs/ multiple disadvantages/ harmful behaviours • Experience of working with and/or managing low to high-risk cases therapeutically. • 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 working co-operatively within a partnership working environment/ model. • Experience of effectively managing risks associated with personal safety.	Experience of delivering group work programmes	Application Form Interview Certificates
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 chronically excluded and vulnerable people.	• Demonstrate skills in the use of motivational interviewing techniques. • Understanding of Trauma Informed Care approaches.	Application Form Interview

	• Applied knowledge of legislation in relation to safeguarding vulnerable groups, including children. • 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.		Application Form Interview

	• Willingness to work within a performance managed environment and contribute to performance reporting. • 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. • Willing to travel in order to fulfil the requirements of the post. • Conform to standards of dress, which reflects a professional service.		
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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 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.